

Benjamin Varghese

Email- contact.benjamintv@gmail.com | Phone- 905 519 2177

[LinkedIn Profile](#) | [Portfolio Website](#)

Summary

I'm a UX researcher and designer driven by *empathy* to uncover and *understand* user needs. I specialize in creating *inclusive*, *accessible*, and *human-centered* solutions through *thoughtful*, *intentional*, *evidence-based* research. I enjoy solving complex challenges and *collaborating* with *multidisciplinary* teams to deliver meaningful, *impactful* experiences that meet both user needs and business goals.

Skills

Discovery research	Card sorting	User surveys	Task development
Ethnographic research	Treejack testing	Wireframing	User testing
Stakeholder interviews	Workshop facilitation	Heuristic analysis	Data analysis
Presentation walkthroughs	Information architecture	Comparative analysis	Report writing

Work Experience

UX Researcher & Designer

Jan 2023 – Present

Jumping Elephants, Ottawa ON

At Jumping Elephants, I partner with federal and provincial government clients to deliver *user-centered* solutions that align with organizational mandates and objectives, and improve access to services, resources, and content. Leveraging *mixed-methods research* and *cross-functional collaboration*, I transform complex challenges into *actionable recommendations* that drive content, product and service improvements.

- Strategized and executed comprehensive research roadmaps across the content and product lifecycle (discovery, design, and development), aligning user insights with organizational goals to enhance accessibility and user experience.
- Conducted and delivered end-to-end research utilizing a wide range of qualitative and quantitative methods, including heuristic evaluations, comparative analyses, usability testing, card sorting, user surveys, and analytics reviews. Moderated (170+) one-on-one sessions, such as usability tests, stakeholder interviews, and ethnographic studies, to uncover critical user needs and behaviors.
- Delivered and presented (40+) detailed research reports, synthesizing user insights into clear, actionable recommendations that informed design decisions, improved usability, and drove product innovation.
- Designed and facilitated co-creation workshops and design-thinking sessions, fostering alignment among stakeholders, identifying core challenges, and collaboratively generating impactful solutions.
- Collaborated with cross-functional teams by presenting compelling findings to non-technical stakeholders, advocating for user needs, and ensuring evidence-based research outcomes influenced product strategy and decision-making.

UX Researcher

Sept 2022 – Dec 2022

Desire2Learn (D2L) Corporation, Kitchener ON

As a UX Research co-op student at D2L, I focused on improving the *usability* and *accessibility* of the Brightspace LMS's search and filter tools for user groups such as students, instructors, instructional designers, and content managers. I collaborated with researchers and designers to *plan*, *execute*, and *analyze* studies that shaped product strategy and design decisions.

- Developed detailed research plans, outlining objectives, methodologies, and participant guides.
- Conducted research studies using methods such as card sorting, usability testing, and data analysis, uncovering actionable insights into user needs and behaviors.
- Managed participant recruitment, engaging a diverse participant pool including instructors and content managers across educational and corporate segments to ensure robust representation in studies.
- Synthesized findings into reports and presentations, delivering insights that guided design enhancements and aligned cross-functional stakeholders.



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Work Experience (cont'd)

UX Researcher

May 2022 – Aug 2022

Human-Centred Design Lab, Algonquin College, Ottawa ON

As a student UX Researcher, I *collaborated* with the Yazidi Legal Network (YLN) to *envision* an *accessible online* platform for their bibliography, a critical resource *supporting* the investigation and prosecution of perpetrators of the 2014 genocide against Êzîdîs. Our work involved addressing the complex needs of diverse user groups while *safeguarding sensitive information* and *respecting cultural nuances*.

- Designed and executed a comprehensive research plan, conducting discovery interviews and validation sessions with user groups including lawyers, academics, Êzîdî community members, and humanitarians to uncover needs and opportunities for co-creation.
- Synthesized findings into actionable deliverables, such as thematic analyses, user personas, and detailed use case scenarios, demonstrating the unique value of the platform for each stakeholder group.
- Developed mid-fidelity wireframes and a prototype, integrating key features like faceted filtering, content translation, and interactive feedback tools to improve usability and accessibility.
- Presented research insights and the MVP vision to the YLN board and potential investors, gaining support for future development and outlining steps for further research and design.

UX Designer

Jun 2021 – Jul 2021

FMCA Placement Program, Humber College, Toronto ON

As a student UX Designer, I *collaborated* with the Indigenous LIFT Collective to *envision* and *prototype* a *public-facing directory* for Indigenous-owned small businesses. This project involved designing a *user-centered* solution to translate a private database into a public platform that *amplifies Indigenous voices* while *ensuring cultural sensitivity* and effective stakeholder collaboration.

- Conducted stakeholder research, including interviews and collaborative workshops with the client, to identify platform requirements and align with user needs.
- Developed user journeys and use cases, mapping the experiences of key user groups to articulate a solution that promotes accessibility and visibility for Indigenous-owned businesses.
- Designed and iterated prototypes for the directory, incorporating user feedback and research insights to refine features and enhance usability.
- Planned and managed project scope using Trello, coordinating tasks and timelines to ensure deliverables met deadlines in an agile team environment.

Education

UX-PM Certification

Feb 2024

Level 1 & 2 - UXalliance

Interdisciplinary Studies in Human-Centered Design

Jan 2022 – Dec 2022

Graduate certificate - Algonquin College, Ottawa ON

User Experience (UX) Design

Jan 2021 – Dec 2021

Graduate certificate - Humber College, Toronto ON

Bachelor of Architecture

Aug 2014 – Jul 2019

Undergraduate degree - Sharda University, India

