

Benjamin Varghese

Email: contact.benjamintv@gmail.com

| [LinkedIn Profile](#)

| [Portfolio Website](#)

Summary

I'm a product designer driven by *empathy* and thoughtful research. I'm most motivated when I'm listening to users, questioning assumptions, and uncovering problems that aren't immediately visible. I love prototyping ideas, testing them in the real world, and collaborating with multidisciplinary teams who care about the process as much as the outcome.

Work Experience

UX Researcher & Designer

Mar 2025 – Present

Davis Pier Consulting, Halifax NS

At Davis Pier, I've been working with Nova Scotia's Department of Cyber Security and Digital Solutions (CSDS) to support the modernization of Registry of Motor Vehicles (RMV) services. A big part of my role involves understanding existing legacy systems. How they operate, where they create friction, and how policy, technology, and day-to-day workflows intersect. I use research and design to help teams make sense of this complexity and move toward more practical, scalable service experiences for staff and the public.

- Led requirements gathering, research, and usability sessions with frontline staff and stakeholders to understand workflows, challenges, and opportunities across RMV services.
- Mapped current processes and system interactions, identifying breakdowns and dependencies that informed future service and platform direction.
- Worked within agile Scrum teams, collaborating closely with business analysts, developers, and QA leads to explore risks, refine requirements, and support scalable delivery.
- Designed wireframes and prototypes to explore concepts, validate assumptions, and guide implementation discussions with delivery teams.
- Interpreted legislation, policies, and program constraints, translating complex rules into design and service approaches that balanced compliance with usability.
- Presented research findings, design directions, and team outputs to internal leadership, program stakeholders, and operational staff to support alignment and decision-making.

UX Researcher & Designer

Jan 2023 – Mar 2025

Jumping Elephants, Ottawa ON

At Jumping Elephants, I worked on research-driven projects with federal and provincial government teams, helping improve digital services and content used by the public. Most of my work involved mixed-methods research with real service users, giving teams a clearer understanding of lived experiences and shaping more usable, accessible, and human-centered solutions.

- Planned and conducted mixed-methods research engagements using interviews, usability testing, heuristic evaluations, comparative analyses, card sorting, surveys, analytics reviews, etc.
- Recruited and engaged members of the public and program stakeholders, ensuring research reflected real service experiences and diverse perspectives.
- Synthesized findings into clear reports and presentations, highlighting patterns, accessibility considerations, and actionable recommendations for service and product improvements.
- Facilitated workshops and collaborative sessions that surfaced assumptions, validated findings, and helped teams build shared understanding of complex problems.
- Contributed to shaping more inclusive and accessible government services by grounding decisions in thoughtful research and real user feedback.

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Work Experience (cont'd)

UX Researcher

Sept 2022 – Dec 2022

Desire2Learn (D2L) Corporation, Kitchener ON

As a UX Researcher at D2L, I supported research on Brightspace, their flagship LMS used by organizations and employees across B2B and B2E contexts. I focused on improving search and filtering for students, instructors, and content managers, helping surface usability and accessibility issues that shaped product 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.

UX Researcher & Designer

May 2022 – Aug 2022

Human-Centred Design Lab, Algonquin College, Ottawa ON

At the Human-Centred Design Lab, I worked with the Yazidi Legal Network (YLN) on a humanitarian project exploring an accessible platform for their bibliography related to the 2014 genocide against Êzîdîs. The goal was to shape an MVP to support funding efforts and improve access for lawyers, researchers, humanitarians, educators, and community members, while thoughtfully balancing diverse user needs and the sensitivity of the content.

- 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.

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

