

HIRAK RAY

User Experience Researcher

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PROFESSIONAL SUMMARY

UX Researcher with 8+ years of experience conducting qualitative and quantitative user experience research grounded in human-centered design principles. Skilled in leading research both independently and within cross-functional teams across usability, education, privacy, and accessibility domains.

PROFESSIONAL EXPERIENCE

UX Researcher | *University of Virginia (UVA)* | Oct 2022 – Present

- Led multiple UX research projects, including website redesigns, UX reviews, and advisory sessions
- Conducted heuristic evaluations and QA testing for third-party vendors, informing service acquisition decisions
- Conducted ethnographic research evaluating physical spaces in university buildings to inform improvements to physical experiences
- Designed large-scale surveys enabling university libraries to make data-driven resource allocation and infrastructure investment decisions
- Expanded institutional understanding of university users and audiences through comprehensive research documentation
- Represented UVA at regional conferences, presenting on effective UX research practices
- Supervised interns and mentored multiple student capstone projects

Adjunct Professor | *University of Maryland, Baltimore County (UMBC)* | Jan 2023 – Jun 2023

- Lectured and instructed 22 graduate students in HCC 729 (Human-Centered Design), covering foundational UX research and UI design principles
- Supervised industry-oriented student projects and graded reports and presentations

UX Researcher, Student Disability Services (Part-Time) | *University of Maryland, Baltimore County (UMBC)* | Aug 2021 – May 2022

- Led qualitative research initiatives for the redesign of the Student Disability Services website
- Identified usability issues related to content placement, menu accessibility, and error prevention

Research Assistant / Teaching Assistant (Part-Time) | *University of Maryland, Baltimore County (UMBC)* | Aug 2018 – May 2021

- Sponsored by UMBC and the Office of Naval Research; conducted research with diverse populations, including older adults, teenagers, and individuals with disabilities
- Contributed to study design, data collection, and preparation of results for publication
- Lead author of 5 peer-reviewed publications
- Supervised 3 graduate students and 2 undergraduate students

EDUCATION

Ph.D., Human-Centered Computing | *University of Maryland, Baltimore County* | GPA: 4.0 | Aug 2018 – Aug 2022

M.S., Human-Centered Computing | *University of Maryland, Baltimore County* | Aug 2018 – May 2021

M.S., Computer Science | *Clemson University* | Aug 2016 – May 2018

SKILLS

Research Methods: User interviews, usability testing, participatory design, heuristic evaluation, affinity mapping, A/B testing, card sorting, tree testing, user personas, focus groups, statistical analysis, task analysis, ethnography, online surveys

Design: Wireframing, prototyping, whiteboarding, accessibility-centered design

Tools: Figma, Tableau, Matomo, Adobe XD, SurveyMonkey, Qualtrics, RStudio, Microsoft Office Suite, Unity Game Engine

Programming: HTML, CSS, SQL, C#, C++

Leadership & Communication: Mentoring, teaching, leadership, design thinking, communication, collaboration

AWARDS & HONORS

- 2026 — Program Committee Member & Lead Reviewer, ASSETS Conference
- 2025 — Hiring Committee Member, UX Accessibility Designer Position, University of Virginia
- 2024 — UVA Staff Rewards and Recognition Award
- 2024 — Presenter, HigherEdWeb Conference
- 2023 — Lecturer, HCC 729 (Human-Centered Design), UMBC
- 2023 — Guest Speaker, UX Design & HCC Careers Seminar
- 2022 — Speaker, Three-Minute Thesis (3MT) Competition
- 2021 — Reviewer, CHI 2021 and INTERACT 2021
- 2021 — Speaker, iConference Doctoral Colloquium and HCC Student Research Colloquium
- 2018 — Member, Interactive Systems Research Center (ISRC) and Privacy and Usable Security HCC Group (PUSH)

CERTIFICATIONS

- L.E.A.D (Lead, Engage, Aspire, Develop) Leadership Program — University of Virginia; year-long professional development and mentorship program (in progress, expected December 2026)
- UX Research Methods for Libraries — Niche Academy (January 2023)
- Foundations of User Experience (UX) Design — Google, via Coursera (September 2022)

PEER REVIEW SERVICE

12 reviews completed across 6 venues:

- ASSETS 2026 — 3 technical papers, 1 experience paper, 2 posters
- International Journal of Human-Computer Studies (2024) — 1 paper
- CSCW 2023 — 1 paper
- CHI 2021 — 1 paper
- INTERACT 2021 — 2 papers
- SOUPS 2019 — 1 paper

PUBLICATIONS

5 publications — 216 total citations

1. Ray, H. Towards Understanding Usable Privacy Concerns Among Older Adults. PhD Thesis, University of Maryland, Baltimore County (2022).
2. Ray, H., Kuber, R. & Aviv, A. J. Investigating Older Adults' Adoption and Usage of Online Conferencing Tools During COVID-19. 19th Web for All Conference (W4A 2022) (2022).
3. Ray, H. et al. Why Older Adults (Don't) Use Password Managers. 30th USENIX Security Symposium (USENIX Security '21), 73-90 (2021).
4. Ray, H. et al. "Warn Them" or "Just Block Them"?: Investigating Privacy Concerns Among Older and Working Age Adults. Proceedings on Privacy Enhancing Technologies, 2021, 27-47 (2021).
5. Ray, H. et al. "Woe Is Me": Examining Older Adults' Perceptions of Privacy. Extended Abstracts of the 2019 CHI Conference on Human Factors in Computing Systems (CHI 2019), 1-6 (2019).