

M.S. ALEX J. LISKO

User Researcher | Human Factors & Accessibility Engineering | Human-Centered AI Design

📞 (402) 889-8013 📧 alexjlisko@gmail.com 🌐 <http://www.linkedin.com/in/alex-lisko> 🌐 <https://www.alexlisiko.com>

EXPERIENCE

06/2025 - 11/2025

Cupertino, California

- User Researcher - Human Factors Vision Pro

Apple

- Managed a multi-phased, large-scale research study, ensuring timelines, overseeing protocol design, and delivering insights that informed new protocol deployment for hardware special projects initiatives.
- Led UX research and delivered one of Apple's largest research initiatives for launch of October 2025 Apple Vision Pro Dual Knit Band leveraging Agile research methods, exploring human comfort and perception at scale.
- Formulated analysis of 200+ participant datasets, transforming raw data into visual reports and Keynote deliverables that reduced stakeholder review time by 30%.
- Performed hardware failure analysis on prototypes, designing in-session monitoring methods to collect actionable engineering data during user evaluations.
- Orchestrated Apple's fastest large-scale study to validate and finalize build specifications, ensuring seamless transition to factory manufacturing and reducing production risk.
- Developed immersive 3D renderings across three platforms to reimagine Apple lab spaces, translating concepts into detailed multi-space visualizations while managing million-dollar budgets to streamline setup and improve efficiency.
- Provided end-to-end leadership for a 16-member user research team, integrating study design into Agile sprints, driving milestone accountability, and ensuring insights directly shaped product roadmaps and cross-functional alignment.
- Built and rolled out a hardware service log that prioritized workflows, improved team communication, cut response times by 80%, and enhanced overall program efficiency.
- Partnered with Apple Product Design to build and test hardware prototypes, integrating user study feedback to optimize design flow and inform manufacturing decisions.

01/2024 - 06/2024

Cupertino, California

- User Experience Researcher - Apple Intelligence Siri (AI)

Apple

- Executed and designed 5 major user research studies for the 2024 Apple Intelligence, using mixed methods (usability testing, surveys, A/B testing) to improve 5+ critical features, directly informing final product decisions and enhancing overall user experience.
- Independently conducted and analyzed over 700 hours of qualitative/quantitative mixed methods research.
- Drove 20+ prototype tests, creating realistic user experiences that informed design decisions and sped up product refinement.
- Directed end-to-end design of human annotation projects, including authoring detailed guidelines and reconciling conflicts across multi-labeled data.
- Utilized biometrics capture, Tobii eye-tracking, remote testing platforms, and heat mapping across 10+ usability studies which drove LLM optimization and increased AI user engagement.
- Collected data from 200+ participants and moderated 10+ in-person user studies focused on AI-driven features.
- Conducted regression models, ANOVA, and correlation testing using SPSS, Numbers, and R.
- Developed and delivered three strategic Keynote presentations to senior leadership, translating complex research into data-driven insights that shaped Siri's linguistic design and conversational features in Apple Intelligence.

01/2021 - 12/2022

Tempe, Arizona

- User Researcher, Human-Robot Teaming and Situation Awareness

Human-Machine Teaming for Next Generation Combat Vehicle Team - (DOD)

- Curated synthetic test bed environments within virtual environments (LUA) for the Department of Defense Initiative at ASU's HCI Lab, studying first responder interactions with autonomous search and rescue robots.
- Developed and iterated user-facing copy for in-game UI, tutorials, and creator tools within Roblox, aligning with UX research insights to improve readability, tone consistency, and overall user comprehension.
- Mentored 5+ junior engineers on developing and simulating interactive environments in Roblox Studio, fostering skills in game design, scripting, and spatial thinking.

09/2021 - Present

Scottsdale, Arizona

- IT Technical Support Specialist

Apple

- Resolved complex Apple hardware and software service issues through accurate diagnostics, clear communication, and efficient repair pathways.
- Work with team leaders to identify recurring repair problems and other service concerns, and make sure that feedback is provided to Apple.
- Deep knowledge and up to date on Apple products, services, and repair processes to support efficient and high-quality repairs.
- Trained new Technical specialists using empathy first driven training - leading with examples on personal processes, how technical support process impact the genius bar journey and personal shortcuts for journey improvements.
- Expert in Apple Intelligence usage and shares impact with customers, teammates, and business clientele.

EDUCATION

12/2024

Tempe, Arizona

- Masters of Science, User Experience

Arizona State University - Ira A. Fulton School of Engineering

- Perceptual Systems User Research, Gamification UX, Accessibility UX Design, Ergonomics/Anthropometric Studies and Universal Design

08/2018 - 12/2022

Tempe, Arizona

- Bachelors of Science, Human Factors Engineering

Arizona State University - Ira A. Fulton School of Engineering