

M.S. ALEX J. LISKO

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

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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