

Radhika Dave

UX Researcher

I am Radhika, a UX professional pivoting away from human resources with a unique insight on how to understand and empathize with people and contribute to business growth.

[radhika's portfolio](#)

radhika.uxd@gmail.com

+31 655 506 802

Experience

iVisa | Sr. UX Researcher

NOV 2020 – JAN 2024

- Conducted qualitative and quantitative research to support product teams in making customer-centric decisions.

Key activities:

- User testing (Web and mobile), surveys, depth interviews, focus groups.
- Prioritized research requests based on business objectives and customer needs.
- Facilitated brainstorming sessions, workshops, and contributed to strategic product roadmaps.

Achievements:

- Improved the onboarding user experience for iVisa's web-mobile app, resulting in a 5% increase in user engagement within the first month.
- Reduced incomplete visa orders to drop by 2% in just a month by conducting qualitative research at iVisa

Volunteer | Product Designer

MAR 2020 – MAY 2020

howican.net / Amsterdam, NL

Redesigned complete web experience for an online marketplace 'Nidaba'. Worked with a full women squad of designers, developers & entrepreneurs.

Kinder World | UX Intern

NOV 2019 – FEB 2019

'Kinder World' is a tech company that supports charitable organizations. I designed the sign up experience and homepage navigation experience.

Collaborated closely with the design team and developers

Education

Ironhack

MAR 2019 – JUN 2019

UX/UI Bootcamp. Worked on 3 creative projects that were based on e-commerce, wellness and travel.

MIT-SOB

2007 – 2009

Master of Business Application - HR & Computer applications

Certificate

Google UX Design

APR 2023 – JAN 2024

Certificate for Google UX Design principles and methodologies

Skills & Languages

Design Tools

Figma · Sketch · Adobe Creative Clouds · Principle · InVision · Zeplin · HTML/CSS · Webflow · User research · Wire-framing. Survey.

Skills

User Research · Usability Testing · Journey Mapping · Personas · Storyboarding · Affinity Diagrams · Facilitating workshop · Information Architecture. Quantitative research. A/B test