

VARSIK NIKOYAN

UX RESEARCHER | HUMAN FACTORS SPECIALIST

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PROFESSIONAL SUMMARY

Human factors-oriented UX Researcher with a strong foundation in psychology and hands-on experience across digital product development. Educated in clinical psychology and human factors in information design, with a parallel background in mobile engineering. Experienced in qualitative research methods including interviews, usability testing, and behavioral analysis, with a proven ability to synthesize findings into clear, actionable product decisions. Brings technical fluency in Flutter and mobile systems to ensure research insights translate directly into feasible, well-implemented solutions.

CORE COMPETENCIES

Research Methods: Stakeholder Interviews • User Interviews • Moderated Usability Testing • Study Planning • Discussion Guides • Thematic Analysis • Affinity Mapping

Human Factors: Cognitive Load Assessment • Accessibility Evaluation • Inclusive Design • User Confidence & Trust

Deliverables: Research Readouts • Findings Reports • Action Plans • Severity/Effort Prioritization

Tools: Figma • Sketch • InVision • Jira • Asana • Google Analytics • Flutter/Dart (technical background)

PROFESSIONAL EXPERIENCE

UX Researcher – University-Sponsored Client Projects

Bentley University • Waltham, MA

Aug 2024 – May 2025

Clients: Shell & Claw, Bentley Safe, Raysecur, DealCrane, Eleanor Health

- Partnered with 5 client organizations to define research objectives, success metrics, and priority user journeys, aligning study scope with business constraints.
- Designed and executed 15+ qualitative UX research studies including stakeholder interviews, user interviews, and moderated usability testing.
- Conducted evaluative usability studies identifying 50+ usability issues and accessibility barriers through systematic observation and user feedback.
- Synthesized research findings using affinity mapping and thematic analysis, converting observations into problem statements and severity-ranked recommendations.
- Delivered client-ready research presentations with actionable recommendations prioritized by severity/effort framework.
- Collaborated with multidisciplinary teams to translate research insights into tangible design solutions including revised information architecture and user flows.

Senior Flutter Developer (Product & UX Focus)

Eucalyptus Labs (Koala Wallet) • USA

May 2022 – Dec 2024

- Led mobile development for cryptocurrency wallet serving thousands of users, collaborating with product and design teams to translate user flows into production features.
- Conducted informal usability testing with early users, gathering qualitative feedback on onboarding flows and security features to inform product iterations.
- Applied accessibility best practices (screen reader support, color contrast, touch targets) informed by human factors principles.

Flutter Developer (Healthcare UX)**Viveo Health • Remote***Aug 2020 – Mar 2021*

- Built telemedicine platform features within 15-person team, focusing on HIPAA-compliant user experiences.
- Collaborated with clinical stakeholders to understand workflows, translating requirements into intuitive mobile interfaces that reduced cognitive load.

Flutter Developer (Inclusive Design for Neurodiversity)**Noomee • Remote***Apr 2020 – Jan 2021*

- Developed mobile application for children with Autism Spectrum Disorder, prioritizing accessibility and usability informed by clinical research psychology.
- Applied behavioral psychology insights to design therapy tracking features tailored to neurodiverse users and caregivers.

Invited Professor / Lecturer of Psychology**National Polytechnic University of Armenia • Yerevan, Armenia***Oct 2017 – Mar 2022*

- Delivered interactive psychology teaching focusing on cognitive and educational psychology for university faculty development
- Trained professors in inclusive teaching methodologies and student-centered pedagogical approaches aligned with non-formal education principles

LEADERSHIP & COMMUNITY**Co-Founder & Chairman | InMotion Armenia Youth NGO • Jun 2018 – Present**

Co-founded and led a youth NGO with full responsibility for EU-funded programs impacting 500+ participants. Provided organizational leadership across strategy, partnerships, funding, and delivery, working closely with international stakeholders to ensure compliance, impact, and sustainable collaboration.

EDUCATION

Master of Science – Human Factors in Information Design | Bentley University • 2025 (USA)

Master of Science – Clinical Psychology | Yerevan State University • 2015 (Armenia)

Bachelor – Psychology | Yerevan State University • 2013 (Armenia)

ACADEMIC HONORS AND SCHOLARSHIPS

Awarded the Hovnan Vorotnetsi Nominal Scholarship in recognition of academic excellence and scholarly merit.

Recipient of the Bentley University Merit-Based Scholarship for outstanding academic performance.