

# Esra Bakkalbasioglu

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- **11 YEARS OF RESEARCH EXPERIENCE** (ACADEMIC AND UX RESEARCH)
- **UX RESEARCHER** EXPERIENCED IN COOPERATING WITH **TECHNICAL** AND **NON-TECHNICAL TEAMS**
- **SELF-STARTER** WITH LONGTERM EXPERIENCE IN **GETTING THE WORK DONE**

## WORK EXPERIENCE

**August 2018 – Current**     **UX Researcher** | freelance, Seattle

Independent UX Researcher, currently conducting competitive and usability tests for a food delivery startup. Work includes:

- **Working with engineering and design teams** to define their needs and concerns
- **Planning and executing** in-person and remote usability and other **UX research tests**
- **Recruiting participants** for usability tests, conducting interviews, and **leading research**
- **Documenting and analyzing** analytics and test results
- **Presenting** research findings to the **client to drive design decisions**

**Sept 2011 – Current**     **Research & Teaching Assistant** | **University of Washington**, Seattle

Advanced Graduate Student and Instructor with doctorate expected in 2019. Extensive experience in conducting research on human-technology relations, and expertise on ethnographic research methods and UX research.

- **Designed and managed a 3-year ethnographic research project** in Israel and Turkey **with users and non-users** of infrastructure systems.
- **Expert on mixed methodologies**; including participant observation, survey, interview, content analysis, and regression-based analysis.
- **Delivered 3 articles, 1 master thesis, 1 dissertation, 18 conference presentations** & public talks.
- **Collaborated** with multiple **academics from different departments** as a co-instructor and co-author.
- **Led a team of 8 teaching assistants** as the Head T.A. for Jackson School for International Studies.
- **Designed and taught 2 courses** and taught other professors' courses **11 times**.

**June 2018 – Sept 2018**     **Project Management Intern** | **T-Mobile for Business**, Bellevue

Managed multiple projects under IoT and MVNO Team; collaborated with IT, Engineering, and Business teams.

- **Managed projects** with technical and business stakeholders and **shipped 2 onboarding projects**.
- **Changed** the team's **project management process** by integrating **PowerBI data visualization**.
- **Designed and coded an automation system** to generate the weekly workload dashboard **on Excel**, using **large dataset from SharePoint**.
- **Organized** weekly Business Prioritization and company-wide Feasibility meetings.

**July 2009 – Aug 2011**     **Project Manager** | **Turkish Economic and Social Studies Foundation (TESEV)**, Istanbul - Turkey

Managed think-tank's research projects on democratization, minority rights, and judicial reform. These studies were the basis of many policies including a ceasefire negotiation between Turkish government and the PKK, major Kurdish guerilla group.

- **Planned and managed 4 ethnographic research projects** with stakeholders from different institutions
- **Managed 2 teams, analyzed research findings** and writing policy suggestion reports.
- **Authored opinion 5 articles** in national publications.
- **Organized and managed budgets for 2 research projects**.
- **Applied research insights from 8 different projects** to shape outreach and advocacy activities.
- **Organized 2 conferences, and 8 roundtables** to discuss the research.

## EDUCATION

**2011 – current**

**Ph.D. | Interdisciplinary Near and Middle Eastern Studies | University of Washington**, Seattle

- Dissertation topic: Access to electricity and water infrastructures in the Middle East
- Coursework: qualitative and quantitative methodology

**2007 – 2009**

**M.A. | Political Science and International Relations | Bogazici University**, Istanbul

**2002 – 2007**

**B.A. | Political Science and International Relations | Bogazici University**, Istanbul

## SKILLS

- **UserTesting.com, Qualtrics, Atlas.ti, PowerBI, SharePoint, Tableau, MS Office, STATA, R, SQL.**
- Experience in **collaboration and comfortable working across teams**.
- Strong **verbal and written communication** skills in technical and non-technical subjects.
- **Languages**: Turkish, English, French (fluent); Arabic (intermediate), Italian and Hebrew (basic).