

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 and shipped an ITA partner onboarding** to the **Genesis platform**
- Managed the project for changing partner-specific billing from **manual** to **automated billing**
- Participated to the establishment of a transfer structure between **billing platform, mediation, and ITA partner** for regular **IMSI list sharing**
- **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 and run** 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

- **Useresting.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).