



Monia Gabhi

Design Lead | ResearchOps, User Research

Portfolio | LinkedIn

Design professional with extensive experience in Research Operations and User Research, building scalable systems—tools, templates, and processes that enable teams to conduct research consistently and efficiently. Skilled in facilitating studies and workshops and translating insights into actionable product strategies.

Research Operations Systems | Workflow Optimization | Research Automation | Process Design & Documentation | Participant Recruitment & CRM | Impact Measurement & Reporting | Qualitative & Quantitative Research Methods | Stakeholder Alignment | Agile & Cross-Functional Collaboration | User-Centered Design | Data-Driven Decision Making | Mentorship & Knowledge Sharing

Experience

Lead ResearchOps

Rockwell Automation

September 2022 - October 2025

- Automated research workflows in Rally for participant, study, panel, and incentive management; standardized recruitment emails to reduce time-to-recruit and maintain an active outreach panel through quarterly surveys.
- Streamlined research operations by developing self-serve research plan template, interview script template, and workshop guides—enabling teams to plan and execute studies efficiently.
- Incorporated a tracking and reporting system to monitor Jira stories tied to research insights, closing the feedback loop; presented quarterly impact/progress reports to stakeholders and published a monthly UX research newsletter to increase transparency and organization-wide awareness.
- Grew research throughput 232% (5→16.6 projects/quarter over 5 quarters, no added headcount) while driving targets for 30–50% faster triage, ≥75% study-to-decision linkage, and ≥85% system adoption.

Tools: Dovetail, Rally, Confluence, Jira, Maze, Qualtrics, Miro

Skills: Emotional Intelligence, Critical Thinking, Communication, Collaboration, Qualitative & Quantitative Research Methods



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Lead UX Designer and Researcher

Fiix by Rockwell Automation

July 2020 - September 2022

- Collaborated on a cross-functional team to provide user-friendly solutions to complex computerized maintenance management system (CMMS) workflows that met admin/technician needs.
- Led UX workshops with end-users and internal teams to engage stakeholders, clarifying customer needs, workflows, and pain points (workshops included internal/external interviews, question boards, moderated usability studies).
- Established measurable targets: 30–50% reduction in work order/task creation time via drag-and-drop; <10-min visual workflow builder for user/group actions & permissions (90% satisfaction); 80%+ customizable root cause list usage; 75%+ site adoption; 90% work orders feeding 3+ UX refinements/quarter.

Tools: Miro, Optimal Workshop, Confluence, Jira

Skills: Qualitative & Quantitative Research Methods, Cross-team Collaboration, Workflows & Wireframing, Stakeholder Management, Problem Solving

Senior UX Designer

Rangle.io

January 2018 - March 2020

- Provided research and design expertise on client projects in industries such as E-Commerce, Financial Services, Healthcare, and Computer Software.
- Collaborated on cross-functional teams from product inception to delivery, facilitated stakeholder interviews, created low and high-fidelity wireframes, and led usability testing efforts throughout the design cycle.
- Identified mentorship gap in the Rangle design team; built program from scratch, pairing mentors/mentees with best practices targeting 80% participation and 4.5/5 satisfaction to foster growth and knowledge sharing.

Tools: Miro, Figma, Confluence, Jira, (adapted to tools used by the external client)

Skills: Stakeholder Management, Cross-team Collaboration, Qualitative & Quantitative Research Methods, Mentorship, Communication



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Senior UX/UI Designer

Questrade Financial Group

June 2010 - January 2018

- Collaborated on a cross-functional team to provide a user-friendly experience for the redesign of the online account opening process.
- Leveraged various research techniques such as comparative analysis, usability audits, user surveys, and user testing to inform the user experience.
- Interviewed the customer support team to understand the various touchpoints within the customer workflow that required phone support during the online account opening process.

Tools: Photoshop, Illustrator, InDesign, Confluence, Jira

Skills: User Experience & Visual Design, Secondary Research, Stakeholder Management, Cross-team Collaboration, Agile Methodologies

Volunteer

Lead Mentor, Operations

Bridge School -
Product Design Bootcamp

January 2018 - March 2020

- Identified areas of improvement for the volunteer and student experience—including the application process, communication, and organization.
- Assisted in defining TA and mentor roles and responsibilities, which provided much-needed support to instructors and students inside and outside the classroom.

Education

AlterSpark

- Emotional Design Psychology, Certificate
- Psychological Architectures of Digital Behaviour Change, Certificate

Scrum Alliance

- Certified ScrumMaster®

Durham College

- Multimedia Design, Advanced Diploma
- Foundations in Art and Design, Certificate

