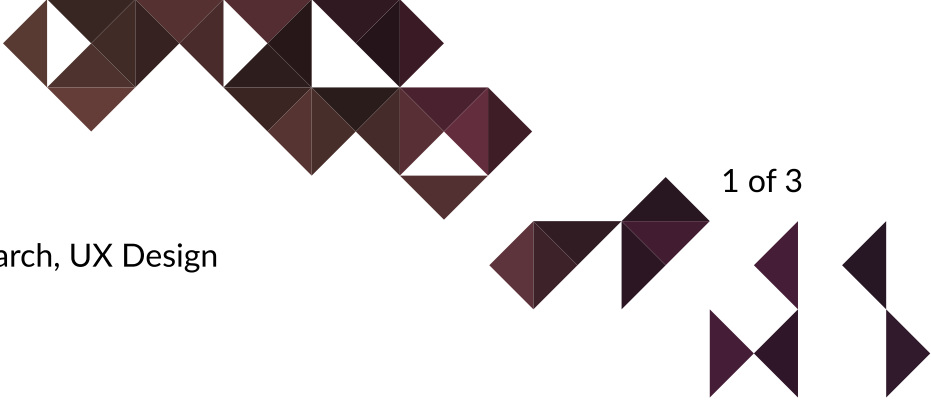




Monia Gabhi

Design Lead | UX ResearchOps, UX Research, UX Design

Portfolio | LinkedIn

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I've been a Design professional for over 10 years—focusing on UX ResearchOps, User Research and User Experience Design. I enable design teams to enhance research processes by shaping and scaling research operations, always keeping self-service in mind.

Experience

Lead UX ResearchOps

Rockwell Automation
September 2022 - October 2025

Streamlined research practice by creating resources such as research plan templates, usability interview scripts, recruitment email templates, research study templates, and workshop templates. These self-serve resources empower designers and researchers to rapidly plan and execute research to support their product teams.

Managed User Research CRM by keeping information up-to-date and inviting new customers to join the Rockwell Automation research panel.

Documented UX research practices and their role in the product cycle. These resources helped educate product management and scrum teams.

Lead UX Designer and Researcher

Fiix by Rockwell Automation
July 2020 - September 2022

Worked collaboratively on a cross-functional scrum team to provide user-friendly solutions to complex computerized maintenance management system (CMMS) workflows that met the needs of admin and technician personas.

Led UX workshops with end-user and internal teams to ensure all necessary parties were involved in the problem-solving process. These workshops provided us with additional clarity in understanding the customers' needs, workflows, and pain points. Some of these workshops included internal and external stakeholder interviews, question board activity, and moderated usability studies, among others.



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Senior UX Designer

Rangle.io

January 2018 - March 2020

Provided research and design expertise on various client projects in industries such as retail, financial services, health, and computer software. Worked collaboratively on cross-functional agile 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 a need for mentorship within the Rangle design team. Developed the mentorship program from the ground up based on team needs. Paired mentors with mentees and created best practices and guidelines that allowed participants to focus on fostering growth, knowledge, and experience sharing.

Senior UX/UI Designer

Questrade Financial Group

July 2020 - September 2022

Worked collaboratively on a cross-functional scrum 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. Interviewed the customer support team to understand the various touchpoints within the customer workflow that required phone support during the online account opening process.

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.



Monia Gabhi

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Education

AlterSpark Emotional Design Psychology
Psychological Architectures of Digital Behaviour Change

Scrum Alliance Certified ScrumMaster®

Durham College Multimedia Design Advanced Diploma
Foundations in Art and Design

