

# Monia Gabhi

Design Lead | ResearchOps, UX Research, UX Design

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, standardizing recruitment emails to reduce time-to-recruit and maintain an active research panel through quarterly surveys and targeted outreach.
- Streamlined research operations by developing self-serve resources—research plans, interview scripts, email templates, study templates, and workshop guides—enabling teams to plan and execute studies efficiently.
- Fostered collaboration and alignment by educating cross-functional teams on UX research value and integrating findings into the product lifecycle.
- Established a tracking and reporting system to monitor Jira stories tied to research insights, closing the feedback loop. Presented quarterly reports to stakeholders highlighting impact, progress, and opportunities, and published a monthly UX research newsletter to increase transparency and organization-wide awareness.

**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 the needs of admin and technician personas.
- Led UX workshops with end-user and internal teams to engage all relevant stakeholders, providing clarity on customer needs, workflows, and pain points. Workshops included internal and external stakeholder interviews, question board activities, and moderated usability studies.

**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 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.

**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

