

Tariq Cilione

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EXECUTIVE SUMMARY

AI/UX Researcher and Human-Centered Design Practitioner with 5+ years of human-centered practice across AI product research, UX consulting, and learning experience design. Certified Human-Centered Design Practitioner from the LUMA Institute, with a background in cognitive psychology and pedagogy that sharpens workshop facilitation and usability testing. Currently leading AI trust and ethics research at CareerCoachingPro, authoring the agent infrastructure and HCD frameworks that translate user research into AI experience design across B2B and B2C contexts.

PROFESSIONAL EXPERIENCE

UX Researcher | AI Trainer, Freelance

May 2025 – Present

CareerCoachingPro | Remote — Early-Stage AI Product Team

- Owning the end-to-end AI trust and ethics research program as the sole researcher, building a Human-Centered framework from the ground up that translates user research into AI experience design decisions and product strategy
- Leading HCD facilitation and AI-strategy workshops with engineers, product partners, and AI teammates, translating user research into experience patterns and product features shipped on the CCP website
- Authoring the governance and behavioral instruction layer for CCP's chat-based, generative AI agents (intake and coaching), encoding research findings, escalation criteria, and quality guardrails into modular knowledge documents that direct agent behavior in production through a human-in-the-loop review process
- Designing and running staged evaluation research for production AI agents, using synthetic-persona testing to control for designer bias before recruiting human participants for archetype-based usability sessions that surfaced cognitive- and language-accessibility needs among English-language learners and shaped agent response design
- Defining and executing a qualitative research agenda from raw survey data, surfacing motivation collapse and AI trust concerns as the primary user barriers, then aligning agent behavior to validated user needs through encoded design constraints
- Planning and facilitating AI training sessions for a range of technical and AI literacy across Strategy, UX, and Content, building a Mural-based learning library that teaches applied AI workflows people can use in daily practice

Web Designer

Sept. 2024 – Dec. 2024

Enormous Creative | Peekskill, New York — Small Creative Agency

- Owned the full UX research and design cycle across multiple client engagements, leading stakeholder interviews and applying HCI heuristics to deliver accessible, responsive websites
- Served as client contact for design decisions, ensuring research insights translated directly into business-aligned outcomes without a handoff layer

UX Consultant, Freelance

Aug. 2019 – Sept. 2024

TAD Excavation & Dimitri Designs | Pine Bush, New York — Independent UX Practice

- Built and ran an independent UX consultancy with full ownership of research, design, and delivery, improving a client's digital experience and service design to drive sales in new large-scale developments
- Led end-to-end UX redesign for client websites, owning content architecture decisions that improved usability and customer experience with direct client accountability
- Diagnosed and resolved hardware and software issues to improve client operational efficiency by 80%, applying systems thinking alongside UX practice

Work Study: UX Researcher

July 2021 – May 2022

Touro University Graduate School of Technology | New York, NY — Internal UX Research Role

- Owned competitive analysis and quantitative research on a small institutional team, presenting findings directly to program chairs and deans and driving solutions that improved website usability by 25%
- Led mixed-method research in direct partnership with academic leadership to define and build program websites, with no intermediary review layer
- Owned CRM lead pipeline in HubSpot, qualifying domestic and international prospective students through live chat and routing to program chairs based on program fit

Learning Experience Designer | Substitute Teacher**Jan. 2020 – Sept. 2023***Pine Bush Central School District | Pine Bush, NY*

- Owned curriculum design and delivery across multiple subject areas, adapting HCD methodology in real time to meet diverse learner needs in a resource-constrained environment
- Built structured learning experiences grounded in iterative feedback loops and student-centered design principles

Learning Experience Designer | Educator**Sept. 2016 – Sept. 2018***NYC Department of Education | New York, NY*

- Owned the comprehensive research and instructional design cycle for 130 students daily, adapting instructional language for English-language learners and using quantitative and qualitative data to drive an 80% goal completion rate, groundwork later applied directly to language-accessibility research in AI usability testing
- Defined research questions, scoped units of study, and led execution of pedagogical methodologies meeting NYS Board of Regents and College Board AP standards, with direct accountability for outcomes

EDUCATION

Master of Arts – Web and Multimedia Design: UX Research | GPA: 3.7 | 2022*Touro University Graduate School of Technology | New York, NY*

- Concentrated in UX research strategy, user behavior and cognition, and Human-Computer Interaction
- Applied coursework in mixed-methods research design, insight synthesis, and evidence-based product decision-making
- Developed intermediate proficiency in responsive web design using HTML / SASS & JavaScript

Bachelor of Science – Adolescent Education: Social Studies | History Minor | 2015*SUNY Oswego | Oswego, NY***CERTIFICATIONS**

Human-Centered Design Facilitator Certification (In progress)*LUMA Institute | Expected: October 2026***Human-Centered Design Practitioner Certification***LUMA Institute | Issued: October 2025***UX/HCD SKILLS**

AI Enablement • Human-Centered AI Design • AI Trust & Ethics Research • Responsible AI / AI Literacy • Cognitive Accessibility • AI Experience Design • AI Governance • AI Agent Design • Agentic Usability Research • Synthetic User Research • Human-AI Interaction Design • Usability Testing Facilitation • Heuristic Evaluation • User Persona Design • Service & Customer Journey Mapping • Competitive Analysis • Heatmaps / Eye-tracking Analysis • Generative Concept Testing • Market Research • Data Analysis • Ethnographic User Research • Guerrilla UX Research • Information Architecture • Instructional Design • Survey Design • Summative and Formative User Interviews • A/B Testing • User Behavior & Cognition Analysis • Qualitative Research • Quantitative User Research • Prototype User Testing • Low Fidelity / High-Fidelity Design • Human-Computer Interaction (HCI) • Diary Study • Card Sorting • Tree Testing • Adult Learning Methodologies • Human-Centered Design • Jobs-to-be-Done (JTBD) • Stakeholder Facilitation Workshops • Research Synthesis & Affinity Mapping • Mental Models • Research Operations

TOOLS & TECHNOLOGIES

Figma • Sketch • Adobe XD • Miro • FigJam • Mural • Qualtrics • Maze • Google Analytics • Product Analytics • Prompt Engineering • Notion • JIRA • HTML / CSS • SQL (foundational) • JavaScript • Agile UX Methodology • iOS / Material Design • Microsoft Office • Google Suite • Mac OS / Windows • Claude Projects

LEADERSHIP QUALITIES

Empathetic Thinking • Confident and Engaging Presentations • Energetic Public Speaking • Collaboration / Teamwork • Compelling Written & Verbal Storytelling • Stakeholder Communication • Cross-functional Collaboration • Agile Sprint Facilitation • Human-Centered Design Thinking Facilitation • Research Strategy • Research Democratization

PROFESSIONAL ORGANIZATION

UXPA NYC Chapter Member | April 2021 – Present