Tariq Cilione

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EXECUTIVE SUMMARY

Human-Centered UX Researcher & Product Strategist 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 insight synthesis and stakeholder storytelling. Built subject-matter expertise through direct ownership on small, fast-moving teams where research drove product decisions without a handoff layer. Currently leading AI trust and ethics research at CareerCoachingPro, developing HCD frameworks that align user needs to business strategy across agile B2B and B2C product contexts.

PROFESSIONAL UX EXPERIENCE

UX Researcher, 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 directly informs product strategy
- Leading HCD and stakeholder facilitation workshops, translating user needs and frustrations into prioritized product decisions with direct input to the AI product roadmap
- Driving research advocacy across agile ceremonies, operating as both researcher and embedded product partner to keep user needs central to every prioritization decision
- Defining and executing a qualitative research agenda from raw survey data, identifying AI trust concerns most impacting user behavior, and delivering actionable product recommendations

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

UX Research Specialist   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

PROFESSIONAL TEACHING EXPERIENCE

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, functioning as the sole subject-matter expert across disciplines

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

- Owned the full research and instructional design cycle for 130 students daily, using quantitative and qualitative data to iterate on learning experiences and drive an 80% goal completion rate
- 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 — with 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 Practitioner Certification
LUMA Institute | Issued: October 2025

UX/HCD SKILLS

Usability Testing Facilitation • 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 • Tree Sorting • Adult Learning Methodologies • Human-Centered Design • AI Trust & Ethics Research • Responsible AI / AI Literacy • 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 • Prompt Engineering • Notion • JIRA • HTML / CSS • SQL (foundational) • JavaScript • Agile UX Methodology • iOS / Material Design • Microsoft Office • Google Suite • Mac OS / Windows

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

PROFESSIONAL ORGANIZATION

UXPA NYC Chapter
Member | April 2021 – Present