


PACE MORENO BONGIOVANNI

User Experience Researcher

Contact

 +1 202 578 3852
 Washington, DC
 pacebongiovanni@gmail.com
 pacebongiovanni.com
 [LinkedIn Profile](#)

Education

● University of California, Berkeley
B.A. in Cognitive Science
Minor in Data Science
2018-2022
3.7 GPA
Berkeley, CA, United States

Languages

English:

Spanish:

French:

Key Skills

Proficient - Expert

Qualitative Research	● ● ●
Identifying Pain Points	● ● ●
Research Recruitment	● ● ○
User Interviews	● ● ●
Conducting Surveys	● ● ●
User Personas & Stories	● ● ○
Data Collection	● ● ●
Trend Analysis	● ● ○
Data Visualization	● ● ●
Human-CPU Interaction	● ● ○
Behavioral Science	● ● ●
Information Architecture	● ● ○
Research Ethics	● ● ●
Interpersonal Skills	● ● ●
Communication Skills	● ● ○

Experience

● UX Research Fellow for [LePal.ai](#)

 Washington, DC  R. Zhang  Aug 2024 - Dec 2024

Contributed to the UX of LePal's wellness app through user research and design prototyping. Conducted in-depth user interviews and designed surveys to gain deep insights into user needs and preferences. My work in journey mapping and persona development provided LePal with a strong understanding of user behavior, enhancing LePal's engagement. I also collaborated in Figma to create prototypes and wireframes that improved app usability and optimized user interaction.

● Junior UX Researcher at [Mass-Ed](#)

 Washington, DC  Ana Maria Mass  July 2022 - Jan 2023




Conducted user research, synthesized findings, created design proposals, and oversaw user feedback collected for Mass-Ed's digital dashboards. Developed mixed-methods design research, connecting with users through qualitative efforts and corroborating pain points with quantitative efforts. Centralized and streamlined all feedback collected into a comprehensive holistic user feedback report. Analyzed such feedback for patterns and trends, producing a recommendation report so as to relay possible areas of improvement in a clear and evidence-based manner for team members to use. I presented such findings to stakeholders and business partners.

Concurrently, I managed several of Mass-Ed's design aspects: Oversaw its website redesign—building a sitemap, analyzing its user flow, and proposing changes. Redesigned Mass-Ed's bot icon (visible to others in the virtual class). Created infographics/brochures for users and designed flyers for investors.

● Cognitive Research Lab Assistant at the 'Psychology of Space' research lab at the [Center for the Built Environment](#), at the University of California, Berkeley

 Berkeley, CA  Dr. Won Hee Ko  Sep 2021 - May 2022

While working with Dr. Graham, I assisted Dr. Ko on her research studies in UX within the built environment. I assisted in primary research, data collection, study design, lab preparation, and running subjects.

 Berkeley, CA  Dr. Graham, L. T.  Jan 2021 - Feb 2022

Mentored by Dr. Graham who oversees several different research studies, all relating to improving user satisfaction in the built environment. Currently, she works as a UX Researcher at Google.

Performed systematic literature reviews for in-progress studies: 'Acoustical perceptions and behaviors in the open office.' (To be submitted to Journal of Env. Psychology) and 'The relationship between acoustical perceptions and the Big Five personality traits' (manuscript in prep). Link to [initial study](#).

Additionally, I assisted Dr. Graham in the preparation of her book, '[Importance of Space](#)'. I managed, systematized, and oversaw all figures and visualizations used throughout the book. I aided in securing images, making design decisions, and formatting and arranging page layouts.

Toolbox

● Microsoft 365 Office and Suite	● Zotero	● Figma
● G Suite and Google Workspace	● UserInterviews.com	● Miro
● Adobe Creative Cloud suite	● Shinyapps.io	● Canva
● R Studio, Python, and ggplot2	● UserTesting.com	● Survey Monkey