

Katherine Okpara

San Francisco, CA | katherineokpara17@gmail.com | katherineokpara.com

Senior Researcher skilled in conducting strategic research that balances efficiency with appropriate rigor. Seeking roles at the intersection of user experience and conversation design.

Udemy | Senior UX Researcher, AI Systems | Mar 2024 - Apr 2025

- Led 10 foundational and evaluative research studies for an AI-powered learning assistant in Udemy, focusing on content discovery, in-course support, and AI-generated assessments.
- Empowered Udemy to navigate a controversial feature launch by building relationships with instructors and learners and identifying their key concerns and needs in the GenAI space.

Key Accomplishment: Managed a continuous user feedback loop during the multiphase launch of the Udemy AI Assistant. Partnered with Product, Design, and Marketing stakeholders.

Rippling | Senior UX Researcher | Jun 2021 - Jan 2023

- Delivered research for multiple product teams within the HRIS and Platform business verticals, taking products from 0-to-1 and improving existing features
- Interviewed potential UX team candidates

Key Accomplishments: Produced insights that shaped the launch of 6+ products, including Pulse, Dashboards, Performance Mgmt, Comp Bands, Recruiting, and Rippling Mobile

GitLab | UX Researcher | Dec 2017 - May 2021

- Proactively conducted strategic user research that informed product vision and strategy
- Mentored product designers and product managers in UX research methods

Key Accomplishments:

- Classified as [“Key Talent”](#), a performance assessment given to 10% of the company population
- [Influenced the product vision](#) for improved settings organization, sidebar navigation, and wayfinding [launched on GitLab.com](#)
- Led [strategic information architecture research](#) that shaped the redesign of docs.gitlab.com
- Evaluated product usability through quarterly System Usability Scale surveys

Help-Full, Inc. | UX Analyst | Oct 2016 – Dec 2017

- Conducted user research to inform the early product roadmap
- Created user stories, site maps, user flows, and wireframes for Help-Full’s web app
- Created content for Help-Full's social media platforms and marketing website

University of California, Berkeley | Research Assistant | May 2013 – May 2016

- Contributed insight into behavioral patterns, executed research protocols, conducted interviews with participants, and managed data collection.

Key Skills

- **Mixed methods:** User interviews, surveys, usability testing, and information architecture
- **UXR Tools:** UserTesting.com, Optimal Workshop, Qualtrics, Dovetail, Figma, Mural, Draw.io
- **Data analysis:** Excel, Python, and SQL

Education

- **Bachelor of Arts, Psychology**, University of California, Berkeley