

Elijah-Justin Leano

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WORK EXPERIENCE

Lead User Experience Researcher

Remote

Tech Fleet Professional Association - Foundation for Intentional Community

(Contract) October 2024 - Present

- Executing mixed-methods research (usability studies, A/B tests, surveys) to deliver actionable insights that influenced product strategy and achieved business goals.
- Collaborating with cross-functional teams to translate user insights into actionable product improvements, directly impacting user experience and achieving key business outcomes.

Lead Facilitator

Remote

IxDF San Francisco

November 2024 - Present

- Facilitating and leading both in-person and virtual meetups for the IxDF San Francisco community, promoting professional development, knowledge exchange, and networking among UX professionals.
- Expanding membership and increasing engagement within the local design community through collaborative workshops and community outreach initiatives.

Front Desk Attendant

San Francisco, California

The Olympic Club

February 2024 - Present

- Providing personalized and empathetic support, offering tailored recommendations to improve member satisfaction.
- Collaborating with team members to manage high-volume telephone communications, contributing insights to process improvement and handling complex interactions with a focus on efficiency and member-centric service.

Lead User Experience Researcher

Remote

Tech Fleet Professional Association - Life Beautified

(Contract) June 2023 - January 2024

- Led a team of five researchers in conducting over 8 in-depth interviews and 5 usability tests, directly informing critical product decisions.
- Analyzed qualitative and quantitative data to deliver actionable insights, address complex product questions, and shape the product roadmap.
- Established an end-to-end research workflow for participant recruitment, consent tracking, scheduling, and incentive management, improving efficiency and reducing costs.

Lead Product Strategist

Remote

Tech Fleet Professional Association - Ruminare

(Contract) October 2023 - January 2024

- Led cross-functional teams in the development of a platform that connects food producers to evaluators (retailers and distributors across the country) that can provide answers about how their products are perceived.
- Developed high-level product plans, roadmaps, and strategies using agile methodologies to align with client objectives and drive the product vision.

Platform Experience Associate

San Jose, California

Accenture

February 2022 - December 2022

- Reviewed and analyzed over 200 content items per day across multiple platforms, databases, and applications to improve machine classifier for social media companies, maintaining a quality score of no less than 95%.
- Addressed policy-violating content to ensure platform safety and support cross-functional teams.

EDUCATION

San Jose State University (SJSU)

San Jose, CA

B.S. in Business Administration, Concentration in Management Information Systems

UX Design Program, CareerFoundry

November 2022

Product Management Foundations, Reforge (Spring 2022 Cohort)

April 2022

SKILLS & TOOLS

Qualitative Research: Thematic Analysis, In-depth Interviews, Concept Testing, Persona Development, Competitive Analysis, Usability Testing, Task Flow Analysis, Behavioral Analysis, Card Sorting, Heuristic Evaluation, Field studies

Quantitative Research: Survey, A/B Testing, Clustering Qualitative Comments, Desirability Studies, SQL

Tools: Figma, Miro, UserInterviews.com, UXTweak, Lucidchart, Notion, Google Workspace, Microsoft Office Suite