

DINA KAGANER

Design Researcher

I am a design researcher and strategist with 5+ years experience who has work across the full development cycle. I have worked in the employee experience and service design space, and am now pursuing B2C roles in UX research.

PROFESSIONAL EXPERIENCE

Sr. Design & Innovation Consultant | Dublin, Deloitte

02/2022 - 08/2022 (New York, NY)

- Collaborated with Human Capital colleagues to bring human-centered design thinking to solve organizational workforce challenges
- Built a research plan and initial personas to inform the rollout strategy and launch of a healthcare insurance company's enterprise tool solution
- Conducted 15 interviews and 1 CoDesign session that drove key insights and design concepts for a design operations project
- Guided a team of 3 for an internal initiative that led to a streamlined onboarding experience and increased knowledge sharing within the team

Project Manager | CBRE

03/2021 - 02/2022 (New York, NY)

- Advised 40+ local and global enterprise clients across all industries on optimizing the workforce experience with physical & digital solutions
- Led 3-4 workplace strategy & change management projects at a time, managing teams of 2-5 people
- Responsible for planning, organizing, and implementing projects, and maintaining positive client relationships and stakeholder alignment
- Facilitated client and internal team workshops where applied design thinking frameworks to cluster findings and uncover opportunities
- Acted as direct manager to 2 Strategists; trained, mentored, and advocated for them to elevate their career trajectories

Sr. Design Strategist | CBRE

07/2018 - 03/2021 (New York, NY)

- Executed generative and evaluative research to successfully transition 8 companies through organizational, real estate, and behavioral changes
- Led mixed method research to uncover deep insights and current workflows to inform an inclusive and productive work experience
- Synthesized raw data into visual artifacts that yielded actionable outcomes to directly impact decision-making amongst key business partners
- Built web-based portals, interactive playbooks, and toolkits to create scalable workplace and change programs

E | Dina.Kaganer@gmail.com

P | Dina-Kaganer.net

M | 718-869-1186

EDUCATION

Carnegie Mellon University

08/2022 - 12/2023

Master of Integrated Innovation for Products & Services

Cornell University

08/2014 - 12/2017

Bachelor of Science in Design & Environmental Analysis

Concentration in Design Strategy, Health & Wellness

SKILLS

Research Skills

Exploratory Research: Surveys, Contextual Inquiry, Digital Ethnography, Field Studies, Guerrilla Research

Generative Research: Diary Studies, CoDesign Sessions

Evaluative Research: Usability Testing, Heuristic Evaluation

Research Deliverables: Personas, User Journeys, Process Maps, Service Blueprints, Design Concepts, Wireframes

Tools

Miro, Mentimeter, SurveyMonkey, KeySurvey, Figma, Notion, Adobe Creative Suite, Lucid Charts

Foreign Languages

Russian: Fluent

Hebrew: Read & Write