

SUZAN KARABAKAL			suzan-karabakal.com
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WORK	University of Michigan Library	Researched generative AI adoption patterns among researchers through user interviews, informing long-term product planning. Subsequently, designed and tested a library AI chatbot experience, creating initial prototypes and conducting usability studies to refine the experience. Redesigned legacy web interfaces by using and updating the library's design system.	
	UX Designer		
	Jan '25 - present		
	Quantitative UX Researcher	Analyzed millions of search queries to uncover patterns in search failures, using descriptive statistics and regression analysis to inform algorithm optimization. Examined survey data from 750+ users and worked with product managers to translate insights into feature priorities and product strategy.	
	Aug '24 - Dec '24		
	UX Research Fellow	Led end-to-end UX research for incoming students, combining comparative analysis, interviews, and usability testing to identify friction points in the initial search experience. Designed UI solutions within the existing design system and presented findings to cross-functional teams, resulting in immediate implementation of improved search navigation.	
	May '24 - Jul '24		
	North America Immigration Law Group	Guided thousands of clients through the immigration process, serving as a primary point of contact and achieving over 90% approval rates for green card applications. Designed reports that complied with federal standards. Led quality assurance processes and trained two new paralegals to streamline petition preparation.	
	Paralegal		
	Oct '21 - Jun '23		
PROJECTS	General Motors	Explored innovative applications of Ultra-Wideband (UWB) technology for the Chevrolet Silverado EV through competitive analysis and user interviews. Designed an interactive Figma prototype demonstrating UWB-enabled personalized driver profiles. Presented proposals to GM stakeholders, connecting UX solutions to business objectives.	
	UI/UX Designer		
	Jan '25 - Apr '25		
EDUCATION	University of Michigan	McGill University	
	Master of Science	Bachelor of Arts	
	UX Research & Design	Linguistics & Political Science	
SKILLS	Design Tools: Figma, Adobe Illustrator, Adobe Photoshop, FigJam, Miro, Mural	Development & Analytics Tools: Python, HTML/CSS, Javascript, R, SQL, Google Analytics, Qualtrics, Hotjar	Design Skills: Journey Mapping, Personas, Design Systems, Information Architecture, Usability Testing, Accessibility