

ISHIKA RAY

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SUMMARY

Product leader with a background in Experimental Psychology, focused on translating complex user insights into actionable product strategy. I excel at leading cross-functional teams to ship impactful solutions in ambiguous environments. Proven track record of revitalizing stalled projects and delivering measurable results, such as improving a key classification metric from 24% to 80%+ and redesigning a 17-click workflow down to 7.

NOTE: I will NOT require sponsorship, as I will be on OPT (Optional Practical Training).

EXPERIENCE

UNIVERSITY OF WASHINGTON | PhD Researcher | SEP 2018 - PRESENT, Seattle WA

- Led an end-to-end initiative to address critical biases in AI training datasets, developing and shipping a new framework that improved demographic classification accuracy from 24% to over 80%.
- Owned the product lifecycle for multiple concurrent projects, directing a 13-person team to define strategy, manage the roadmap, and execute from initial design through to final delivery.
- Authored a research playbook based on findings that has been adopted by multiple UW research labs, creating a scalable methodology for more inclusive and accurate data collection in high-impact studies.
- Mentored 125+ undergraduate students in applied research methodologies, overseeing the successful completion of over 50 end-to-end research projects that addressed real-world behavioral challenges.

DELOITTE | Business Analyst Intern (Contract) | APR 2024 - SEP 2024, Denver CO

- Redesigned a critical government eligibility workflow by translating user needs from contextual inquiry into a simplified Tableau dashboard, reducing the process from 17+ screens to a 7-click process for over 500 social workers.
- Revitalized a project stalled for 18 months by securing alignment across client, engineering, and product stakeholders on a clear roadmap, driving the delivery of 80% of feature commitments within a single 6-week sprint.
- Identified key user pain points through interviews, enabling a 500+ person workforce to process cases more efficiently and leading to faster, more accurate service delivery for end-users.

CODING IT FORWARD | Fellow (Product Management) | JUN 2023 - AUG 2023

- Selected from 2,500+ applicants to lead an IT modernization project, launching the county's first centralized application database by cleaning and standardizing over 3,000 records.
- Unblocked a multi-year stalled initiative by leveraging user research to diagnose stakeholder skepticism, defining a revamped service model projected to save \$500k+ and reduce user touchpoints by 43%.

EDUCATION

UNIVERSITY OF WASHINGTON

SEPT 2018 - OCT 2025 |
Seattle, WA

PhD in Experimental Psychology - expected October 2025

• Graduate Certificate in Data Science

MS in Psychology - FEB 2023

ASHOKA UNIVERSITY

AUG 2014 - MAY 2017 | Sonipat, India

BA in Psychology

• Graduated cum laude with Honors

SKILLS

Product & Project Management:

Product Roadmaps (PRDs), Agile Methodology, Product Lifecycle Management, Metrics & KPIs, Go-to-Market Planning, Market & Competitive Analysis, Prioritization, Stakeholder Engagement, Consensus Building, Design Thinking, Jira, Notion

Research Tools & Methods:

Usability Testing, A/B Testing, Surveys, User Interviews, Thematic Analysis, Affinity Mapping, Contextual Inquiry, Conjoint Analysis, MaxDiff, Experimental Design

Data Analysis & Visualization:

Python (Pandas), R (tidyverse, ggplot2, glm), SQL, Excel (Advanced Functions), Data Visualization, Figma, Qualtrics, Amazon MTurk, UserTesting