

Abigail Shamelashvili

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PROFESSIONAL SUMMARY

UX Researcher with a background in cognitive psychology and digital mental health, experienced in qualitative and mixed-methods research across academic and applied contexts. Skilled in synthesizing user insights into actionable product and experience improvements, with a focus on trust, behavior, and human-centered design.

EXPERIENCE

UX Researcher (Project-Based)

Nov 2025 – Present

Pinepomo

Remote

- Led qualitative UX research including participant interviews and surveys to assess user needs and product usability through Testflight
- Conducted end-to-end UX evaluation, including heuristic analysis and usability assessment, to identify friction points and improve user engagement
- Synthesized findings into actionable insights and solution recommendations for product development
- Delivered end-to-end UX research analysis and presentations
- Collaborated on interface exploration using Figma and Webflow, as well as, documented workflows in GitHub

Case Manager & Data Quality Administrator

Dec 2024 – Present

Trinity Center

Walnut Creek, CA

- Built a meaningful partnership with St. Mary's University that helped expand our support for clients and led to Trinity Center being recognized as "Community Partner of the Year"
- Deliver housing-focused case management for unhoused individuals, including intake assessments, goal planning, referrals, and ongoing support for housing stability
- Serve as acting lead in the absence of program manager, providing supervision, decision-making support, and coordination of daily operations
- Oversee monthly enrollment and data quality dashboards for Contra Costa County, ensuring accuracy and consistency across programs
- Lead data cleaning and quality assurance processes to support county, city, and emergency state grant compliance
- Translated complex client needs and behavioral patterns into structured data insights to support program improvements
- Identified patterns in user behavior and service utilization through data dashboards and quality analysis

Research Assistant

August 2024 – Present

Palo Alto University- Transcultural Research Lab

Remote

- Conducted interdisciplinary research on AI in psychological practice, analyzing its impact on decision-making and user confidence across diverse populations
- Co-authored journal article on impact of artificial intelligence on diagnostic self-efficacy, as well as assisted with literature reviews.
- Designed and developed a professional lab website, translating research goals into a clear, accessible UI for public engagement.
- Coded and cleaned over 30 participants independently using google sheets for binary, written, quantitative, and numerical test responses in Artificial Intelligence study

Palo Alto University- Trauma Informed Care Lab

- Co-authored the development of a textbook chapter on trauma stabilization and the aftermath

- Conducted literature review on evidence-based approaches to trauma care
- Collaborated with faculty and graduate students in editing and refining chapter content for academic publication.

Domestic Violence Counselor

Walnut Ave Family and Women's Center

Apr 2023 – June 2024

Santa Cruz, CA

- Conducted high-sensitivity conversations to understand user needs, provide support, and build trust in high-stakes circumstances \

Registered Behavior Technician

Multiple Organizations

Jan 2021 – August 2024

- Provided structured behavioral support and data documentation in educational and home-based settings.

Psychoeducation Program Assistant

Community Health Awareness Council, CHAC

Jun 2022- Sept 2022

Mountain View, CA

- Composed Social Emotional Learning (SEL) curriculum development with CHAC Director and SEL team
- Produced therapeutic materials for 1,300 students in Sunnyvale, Mountain View, and Los Altos School districts
- Designed and executed a therapeutic space for family counseling alongside an AMFT

EDUCATION

University of California, Santa Cruz- Highest Honors

Bachelor of Science in Cognitive Science & Bachelor of Arts in Intensive Psychology

Graduation: Jun 2023

Santa Cruz, CA

Palo Alto University

Masters of Science in Psychology

Graduation: Jun 2026

Honors/Awards: 2026 Kaiser Permanente Women Making a Difference Awards- Rising Star Honoree; Dean's Highest Honors, 2023; Cowell Provost's Undergraduate Scholarship for Academic Excellence, 2023; College Scholars Program, University of California, Santa Cruz (2020–2021); U.S. Senate Recognition for Environmental Impact and Community Leadership, 2018; FBLA State & National Leadership Conference Awards (First Place, State Level), 2017–2018

Relevant Coursework: Research Methods & Statistics I–III (Quantitative analysis, experimental design, regression, mixed-methods); Mental Health & Design in the Digital World (Human-centered design, digital mental health, UX evaluation); Principles of Multimedia Learning for Product Design (in progress) (Cognitive theory applied to interface and product design); Evidence-Based Digital Interventions to Reduce Health Disparities (Digital intervention design, evaluation, equity-focused research); Technology & Mental Health for Children & Adolescents (Digital tools, ethical considerations, user context); Cognitive Bases of Behavior (Human cognition, perception, decision-making); Social & Personality Bases of Behavior (User behavior, motivation, social context)

Leadership: Emerging Leaders Board Member, National Multiple Sclerosis Society – Northern California Chapter (Present); Data Quality Administration and Director Coverage, Trinity Center (Present); Selected Mentee, American Psychological Association Leadership Development Institute

CERTIFICATIONS & SKILLS

- **Certifications:** Evidence Based Internet Interventions to Reduce Health Disparities Certificate, Google UX Design Professional Certificate
- **Skills & Interests:** UX Research · Qualitative & Quantitative Methods · Mixed-Methods Analysis · User Interviews · Survey Design · Statistical Analysis · Human-Centered Design · Research Synthesis · Stakeholder

PUBLICATIONS & RESEARCH CONTRIBUTIONS

Acknowledged Contributor- Arcos, K., Hausman, H., & Storm, B. C. (2024). Are you sure? Examining the potential benefits of truth-checking as a learning activity. *Quarterly Journal of Experimental Psychology*, 77(8), 1635–1649.

Co-Author- Chen, S.-Y., **Shamelashvili, A.**, Vaishnav, S., Bashma, D., & Coker, K. (under review). AI as a Cognitive Scaffold: Impact of Using Artificial Intelligence-Supported Practice on Counselor Trainees' Diagnostic Self-Efficacy. Manuscript under review at Behavioral Sciences.

Co-Author- Thummarukudy, C., Vaishnav, S., Wathen, C., **Shamelashvili, A.**, & Branco, S. (in preparation). Once crisis is stabilized, we can focus on the trauma that remains. In *Crisis and Trauma* (working title).