

Abigail Shamelashvili

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PROFESSIONAL SUMMARY

Research and data-driven professional with a background in psychology, behavioral health, and human-centered systems. Experience managing data quality, compliance reporting, and operational workflows within high-need community settings, with a strong focus on accuracy, process improvement, and cross-functional collaboration. Skilled in qualitative and quantitative analysis, stakeholder communication, and translating complex behavioral and service-utilization patterns into actionable insights that support program effectiveness and quality care.

EXPERIENCE

Data Quality Administrator

Feb 2025 – 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
- Led data cleaning and quality assurance processes to support county, city, and emergency state grant compliance
- Led audit interviews, documentation collection, and team training
- 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

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

Research Assistant

August 2024 – April 2026

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

Apr 2023 – June 2024

Walnut Ave Family and Women's Center

Santa Cruz, CA

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

Registered Behavior Technician

Jan 2021 – August 2024

SPG Therapy/Abrite

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

Psychoeducation Program Assistant

Jun 2022- Sept 2022

Community Health Awareness Council, CHAC

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

SELECTED BEHAVIORAL HEALTH DESIGN PROJECTS

Trinity Center Branch Office Redesign

- Conducted 25 client interviews to understand how environmental factors influenced psychological safety, trust, and willingness to disclose sensitive information during housing vulnerability assessments.
- Analyzed demographic and service utilization data from an unduplicated population of 888 clients to identify engagement barriers among Transitional-Aged Youth (TAY) and families.
- Applied trauma-informed and human-centered design principles to redesign a behavioral health and housing-support environment focused on privacy, belonging, accessibility, and emotional safety.
- Following implementation, TAY engagement increased from **40 to 58 active members (45% growth)** over seven months.
- Housing placements improved from a low of **1 placement to 6 placements**, suggesting increased comfort with self-disclosure during vulnerability assessments and improved access to services.

Homestead High School Wellness Room

- Conducted qualitative research with **61 high school students**, finding that **77.4% believed a dedicated mental health space was necessary** to support emotional well-being and stress reduction.
- Applied environmental psychology and evidence-based design principles to transform a traditional classroom into a wellness-focused environment supporting emotional regulation and psychological safety.
- Following implementation, the wellness room served an estimated **25–40 students per week**, particularly during high-stress periods such as exams and project deadlines.
- Staff reported improved emotional regulation and classroom readiness among students utilizing the space.

CHAC Play Therapy Room

- Designed and implemented a trauma-informed counseling environment serving children and families receiving mental health services.
- Collaborated with clinical staff to align environmental design decisions with therapeutic goals, emotional regulation strategies, and family-centered care principles.
- Applied evidence from developmental psychology, trauma-informed care, and environmental psychology to create a more welcoming and therapeutically supportive space.

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 MS Psychology Outstanding Student, 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 Communication · Usability testing · Heuristic evaluation · Journey Mapping · Persona Development

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. (under review). Chapter 6: Once crisis is stabilized, we can focus on the trauma that remains. *Crisis and Trauma Skills Development: Culturally-Affirming Case Studies for Assessment, Treatment, and Supervision Practice*. Manuscript under review at Cognella.