# Rana Jahani

## UX Researcher

Los Angeles, CA | jahani.rana@gmail.com | https://ranajahani.wixsite.com/ux-research

## PROFESSIONAL EXPERIENCE

### Lab Manager & User Researcher

*GhostLab, Northeastern University*                    01/2024 – 08/2025 | Boston, MA

• Conducted qualitative and quantitative studies on PC and console games, simulations, and XR projects to understand user behavior and preferences

• Facilitated user research studies both in-person and remotely (via Zoom), including recruiting participants, moderating test sessions and focus groups, setting up equipment, onboarding participants, recording user behavior, and collecting user feedback via interviews and surveys to ensure smooth execution

• Managed lab resources by maintaining and troubleshooting equipment, coordinating repairs/upgrades, tracking software licenses, and ensuring all tools are up-to-date and ready for studies

• Analyzed qualitative interview data using iterative open coding method by labeling participant responses, generating themes, and providing reports to identify patterns, trends, and anomalies in user feedback

• Evaluated quantitative survey data via Qualtrics including perceived difficulty, cognitive load, user engagement, and usability to reveal user experience and transform raw data into actionable insights

• Delivered findings to interdisciplinary teams, driving design iterations and improving usability and overall user experience

### Adjunct Lecturer

*College of Arts, Media and Design, Northeastern University*          09/2024 – 12/2024 | Boston, MA

• Designed and structured course syllabi to promote conceptual understanding and visual learning in game and XR design courses

• Provided ongoing assessments and detailed feedback to support student growth, improve academic performance, and foster engagement

• Facilitated discussions on user experience, narrative design, and immersive storytelling techniques to deepen students' design skills

• Mentored students in applying design principles, creating prototypes, and conducting playtesting within game and XR environments to refine their projects

### Research Assistant and Game Designer

*Massachusetts General Hospital*                    05/2022 – 04/2023 | Boston, MA

• Spearheaded the development of an educational game, boosting orthopedic medical trainees' critical concept retention by 25%

• Conducted customer discovery for development of an educational orthopedic game as an entrepreneur lead in the New England Innovation Corps program

• Engineered a serious game aimed at monitoring mental health of more than 50 medical residents

• Administered a 15-themed questionnaire aimed at monitoring the mental well-being of physicians

• Collaborated on grant writing efforts to support the research and development of the game, ensuring the project's sustainability and enabling further advancements in educational technology

## EDUCATION

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|---|---|
| **MS in Game Science and Design** | 06/2020 – 04/2023 \| Northeastern University, Boston, MA |
| **BS in Software Engineering** | 09/2011 – 06/2016 \| Qazvin Azad University, Qazvin, Iran |

## CREATIVE WORK

**VR Two-gether | Cross-Platform Cooperative Multiplayer Game**
*Game Designer, User Researcher*                                                01/2023 – 04/2023

• Designed innovative mechanics and levels in Unity, crafting engaging cooperative challenges and tutorials for both PC and VR platforms

• Orchestrated research methodologies for qualitative and quantitative user experience research to enhance game design through data-driven insights

• Administered usability and player experience questionnaires including Game Engagement, Player Experience of Need Satisfaction, and Social Presence in Gaming, ensuring actionable feedback

• Designed and conducted in-depth player interviews, revealing key insights into player preferences and behaviors, which directly informed game development decisions

• Coordinated participant recruitment and organized playtesting sessions to gather player data

• Analyzed quantitative and qualitative user data to understand players behavior and preferences

• Co-authored extensive documentation, including literature reviews, research methodologies, results, and discussions, providing a robust foundation for future research and development

• Coordinated development tasks within team members using Trello and scheduled regular feedback sessions to facilitate communication, which improved team productivity

## SKILLS

**User Experience Research:** Usability Testing, A/B Testing, Survey Administration, Interview Design, Recruitment, Onboarding, Session Moderation, Data Collection, Data Analysis, Rapid Prototyping
**Management & Organization**: Equipment Maintenance, Facility Work Coordination, Meeting Scheduling, Inventory Management, Supplies Ordering, Vendor Management
**Software:** Qualtrics, SurveyMonkey, R Studio, Unreal Engine, Unity, Trello, Google Workspace, Git

## PUBLICATIONS

• Kleinman E., **Jahani R.**, McGivney E., Kosa M., Cooper S., Harteveld C. (2025). From Locked Rooms to Open Minds: Escape Room Best Practices to Enhance Reflection in Extended Reality Learning Environments. CHI

• Tung W.S., Baker R., Toy K., Eftekhari M., Casey G., **Jahani R.**, Bono C., Harteveld C., Bejarano-Pineda L., Ashkani-Esfahani S. (2024). Gamification and Serious Games in Orthopedic Education: A Systematic Review. Cureus.

## AWARDS

• Neurath Outstanding Social Relevance Award 2023          04/2023 | Northeastern University, Boston, MA

• Graduate Student Scholarship                                     09/2020 | CAMD, Northeastern University, Boston, MA

## VOLUNTEER

**Conference Associate**
*Game Developers Conference 2024*                                           03/2024 | San Francisco, CA

**Conference Volunteer**
IEEE Conference on Games 2023                                                  08/2024 | Boston, MA