Idris Rahimi Senior UX Researcher

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PROFILE SUMMARY

- **Senior UX Researcher** with **8 years** in B2B software, now leading research for billing and payments in a practice management platform used by law firms across North America.
- Runs diary studies in **dscout**, surveys and MaxDiff in **Qualtrics**, reads product usage in **Amplitude** and SQL, and keeps every study in **Dovetail**.
- Strong in **mixed-methods studies**, **longitudinal research with expert users** and **benchmark programs**, with each study planned around a roadmap decision and a date.
- Partners with 3 product managers, 4 designers and 2 data scientists, and runs a fortnightly session-watching hour for the billing engineers.
- Mentors **2 UX researchers** on study design and synthesis, and wrote the team's guide to recruiting lawyers and legal staff for research.

TECHNICAL SKILLS

Qualitative Methods:	User interviews, Contextual inquiry, Diary studies, Field studies
Usability & Evaluation Methods:	Benchmark studies, Moderated usability testing, Tree testing, SUS
Survey & Statistical Methods:	Survey design, MaxDiff, Regression, R
Research & Testing Platforms:	dscout, Qualtrics, UserTesting, Optimal Workshop
Product Analytics & Experiments:	SQL, Amplitude, A/B test design, Looker
Synthesis & Repository Tools:	Dovetail, Thematic analysis, Journey maps, Miro
ResearchOps & Accessibility:	Participant recruiting, Respondent, WCAG 2.2, Screen reader testing

EDUCATION

Simon Fraser University — **M.Sc. in Interactive Arts and Technology** — Surrey, BC · Sep 2016 to Jun 2018

University of British Columbia — **B.A. in Cognitive Systems** — Vancouver, BC · Sep 2012 to May 2016

WORK EXPERIENCE

Clio — **Senior UX Researcher** — Burnaby, BC · Mar 2021 to Present

- Built a twice-yearly benchmark of 8 core billing tasks with lawyers and legal assistants, and task success on invoice creation rose from **64% to 82%** across 3 redesign rounds.
- Ran a 6-month diary study in dscout with **24** law firms of different sizes, which traced trust accounting errors to month-end workarounds and changed the payments roadmap.
- Combined a Qualtrics survey of 1,100 firms with usage data in Amplitude and SQL to size late client payments at **$2.3M** in at-risk renewals, which put payment reminders first.
- Wrote the billing research roadmap each quarter with 3 PMs and planned **19** studies in 2025, each linked to a roadmap decision before fieldwork started.
- Presented every study to billing leadership and tracked recommendations in Jira, and **11** of the 15 shipped within 2 quarters, including the payment reminders.

TELUS — **UX Researcher** — Vancouver, BC · Jul 2018 to Feb 2021

- Synthesized **90+** interviews and usability sessions into journey maps for the billing and plan change flows in the My TELUS app, used by 5 product teams.
- Set up an opt-in panel of 600 customers with consent tracking and incentive payouts, cutting average recruiting time from **9 days to 2**.
- Ran usability sessions with **12** customers who use screen readers or switch access, and the fixes brought the plan change flow in line with WCAG 2.1 AA.