

# Ibrahim Tannira

Senior User Researcher

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**I'm Ibrahim, a User Researcher with 8 years of experience conducting mixed-methods research for B2B and B2C companies, currently exploring how AI can augment research workflows and strengthen insight storytelling.**

Previously, I worked in sales and marketing, helping companies expand their reach and acquire new customers in both B2B and B2C spaces.

My experience in sales and marketing has been integral to how I approach research today. I see myself not just as a user advocate, but as a connection point between the user, the product team, and the business. I craft research narratives that give teams clarity and direction, transforming insights into actionable strategies.



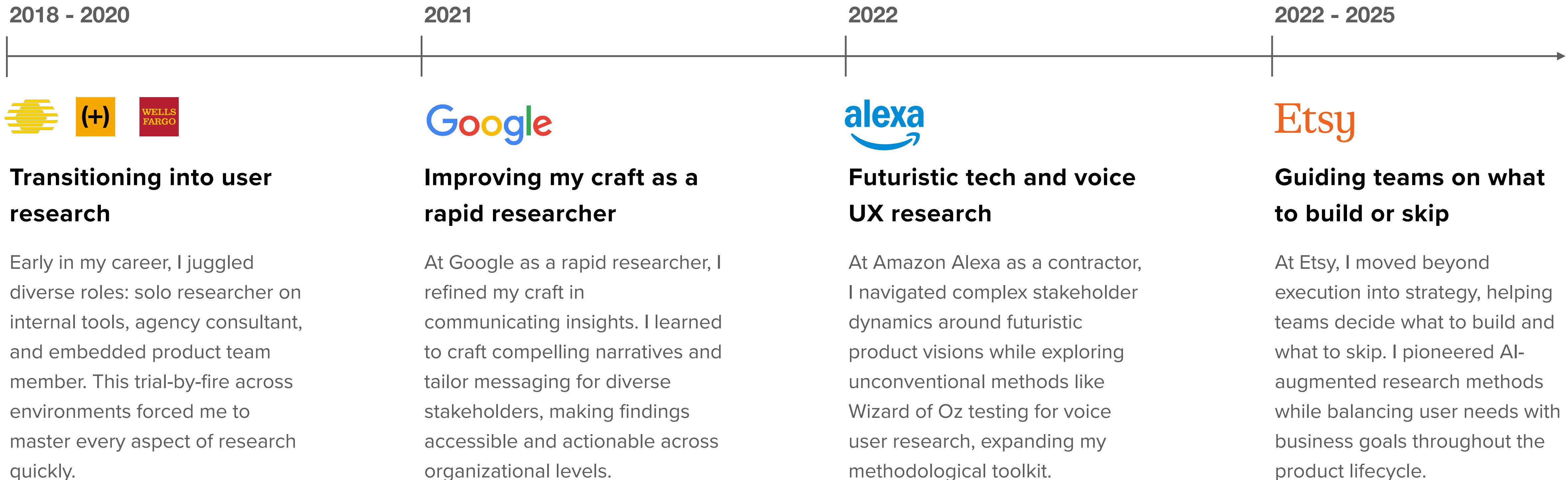
#### WHAT I'M LOOKING FOR

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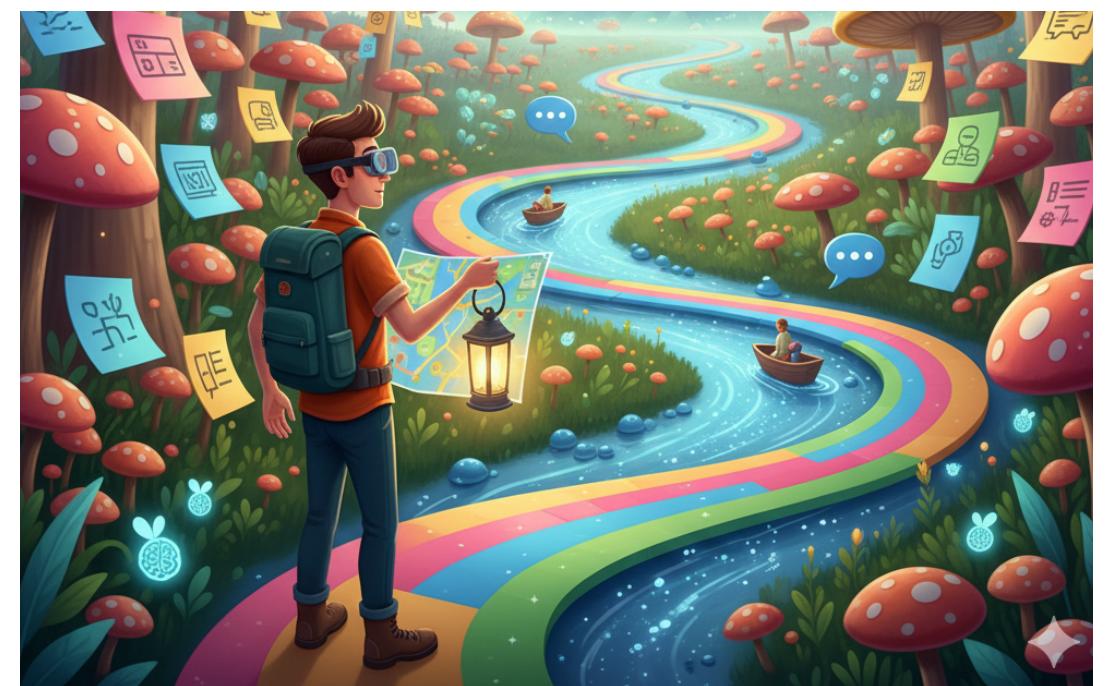
I'm based in San Francisco and looking for a full-time role with a team that values rigorous mixed-methods research and AI-augmentation

# My Skills & Experience

# Working across scrappy, technical, voice-first, and strategic environments shaped my adaptability and my ability to lead product teams through research.



# As a Senior User Researcher, I'm skilled in 3 key areas:



## Creative User Research

Blending traditional methods with innovative approaches like co-design within interviews or participatory techniques that prompt active thinking. This creative integration pushes participants beyond surface-level answers, yielding nuanced insights standard interviews wouldn't surface.



## Collaboration and Building Trust

Treating stakeholders as partners in planning and execution fosters investment and ownership. This shifts research from report handoffs to ongoing strategic conversations, educating teams on research's potential and elevating UXR from service to thinking partner.



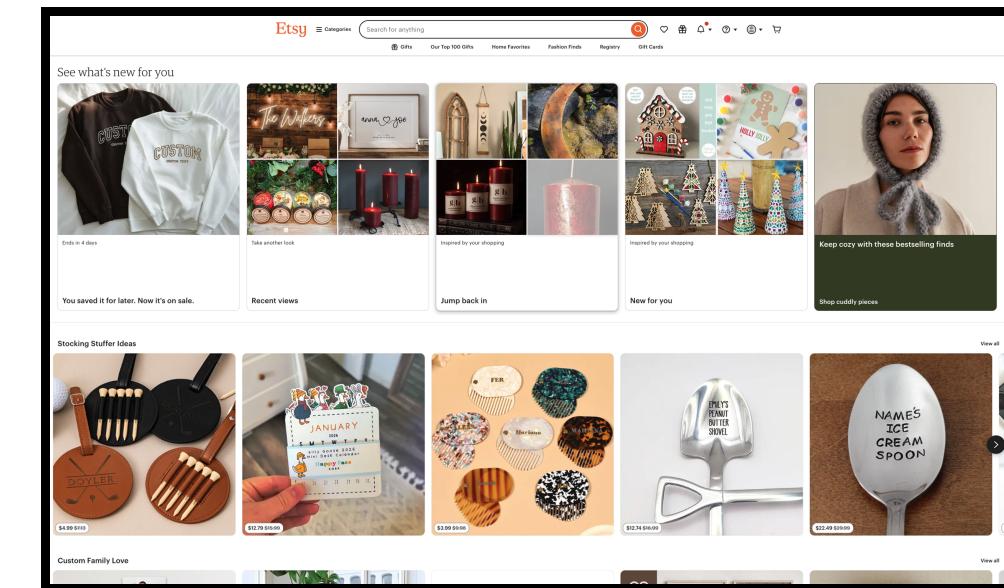
## Process and AI-powered Research

Optimizing workflows through templates, organized systems, and strategic AI integration across planning, recruitment, and analysis. This intentional layering speeds timelines without compromising rigor, enabling teams to take on more ambitious research with greater clarity and confidence.

# My Projects

# Some Of My Work

This project is one of the pieces I'm most proud of and highlights my core strengths in impacting product strategy and execution.



## Reimagining Etsy's Homepage Experience

Company: Etsy

# Research role in guiding Etsy's homepage redesign to a 17% increase in click-through rate

Company: Etsy

## Project Summary

Converting business vision and user frustrations into a refined discovery experience by bridging strategic goals with user research to deliver stronger customer satisfaction and increase CTR

## Responsibilities

- Stakeholder Management
- Exploratory Research
- Participatory Design
- Concept Testing

## Timeline & Team

3 Months

Product Manager | Product Designer | Data Analyst | Engineer Manager | Senior Stakeholders

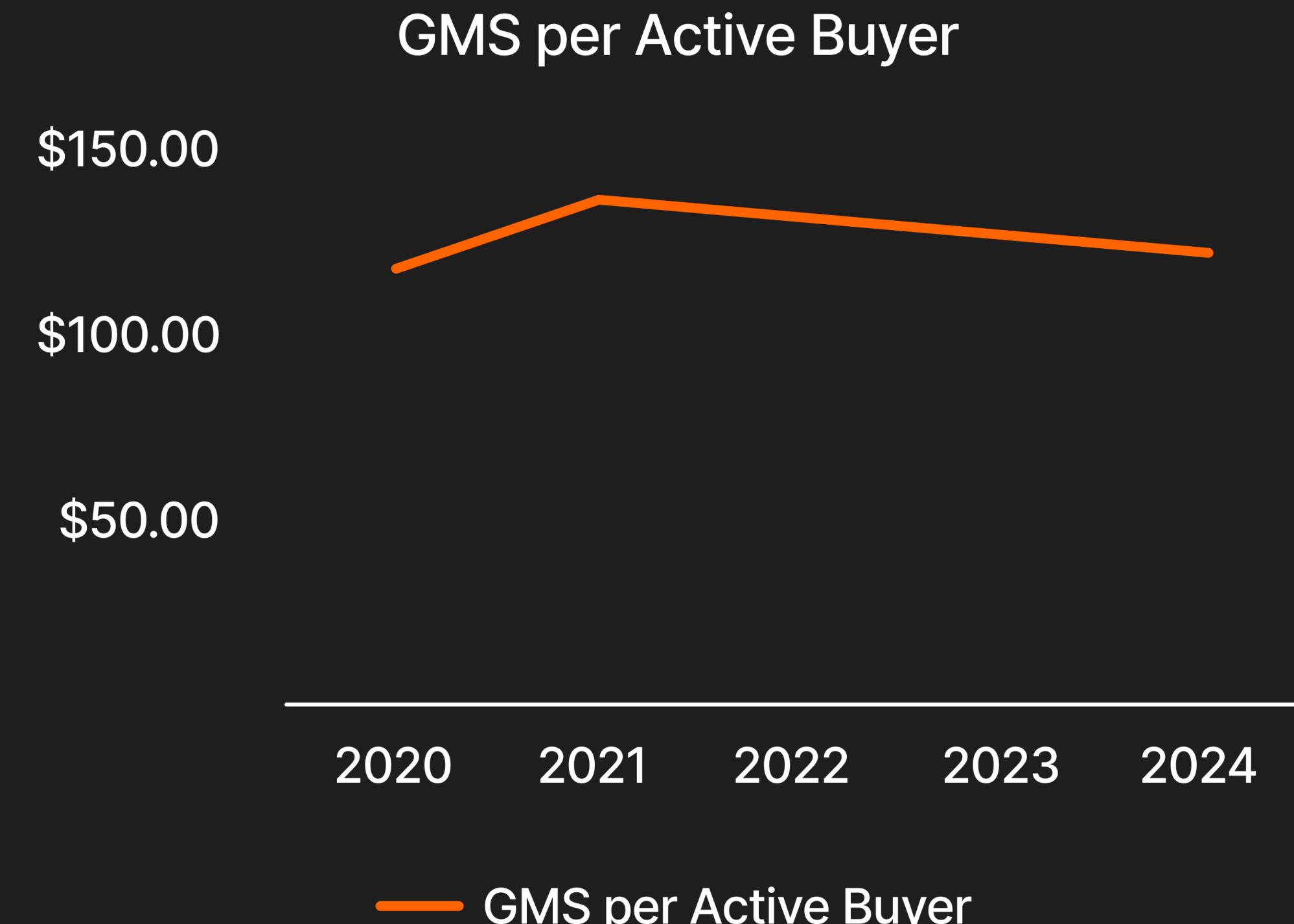
## Results

- +17% CTR
- New Etsy homepage
- Discovery design principles



**Etsy, a global marketplace for handmade and creative goods, saw growth plateau as existing strategies failed to capitalize on pandemic-era buyers.**

- The challenge: create a discovery experience to reignite growth by sparking curiosity and deepening loyalty to increase Gross Merchandise Sale (GMS) per buyer

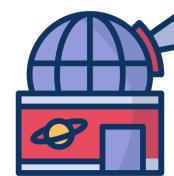


*Etsy, Inc. 2024 Integrated Annual Report*

By over-prioritizing immediate conversion over discovery, Etsy unintentionally discouraged browsing and exploration, missing chances for buyers to add more items to their carts in a single visit.

Etsy's new discovery-first strategy aimed to inspire buyers and drive growth. **My first step was translating that vision into a research roadmap with clear next steps.**

I sought to:



## Uncover

how buyers find inspiration today and where pain points occur along their shopping journey.



## Define

what “discovery” means for Etsy and the buyers and how it should manifest across the buyer experience.



## Align

product, design, analytics, engineering, and ML around a shared experience direction to deliver discovery at scale.

## PROCESS

**Over 3 months, I led 3 research projects that aligned cross-functional teams, tested key assumptions, and uncovered opportunities that guided Etsy's homepage redesign.**



### **Aligned stakeholders and defined research questions**

Facilitated stakeholder interviews to surface competing priorities, existing assumptions, and open questions about personalized discovery experiences.

### **Interviewed 15 buyers to define personalized discovery**

Ran 15 unmoderated sessions to capture broad behavioral patterns, followed by 8 moderated interviews to dig deeper into motivations shaping product and research next steps.

### **9 co-design sessions to shape the homepage direction**

Explored buyer mental models and generated solutions by having participants sketch, build, and refine homepage concepts hands-on, giving the design team actionable direction for the new homepage

### **Validated the new homepage through 8 concept tests**

Through **4 moderated and 4 unmoderated tests**, I evaluated the new design for comprehension and usability issues before launch.

Before researching buyers, I led **stakeholder interviews to align teams and define the questions that would test our key hypotheses.**

This translated into 4 focus areas:

- 1 How and where do buyers discover new items and find inspiration?
- 2 What should a “discovery experience” look like for Etsy?
- 3 Do we need an independent discovery surface or an integrated one?
- 4 How do buyers browse Etsy today, and where does discovery play a role in their journey?

*“ We’d like buyers to find the deep gems of Etsy that they didn’t know they needed*

Etsy stakeholders

I planned and conducted 15 remote unmoderated shop-alongs followed by 8 moderated interviews, revealing that **buyers didn't associate Etsy with discovery or inspiration.**



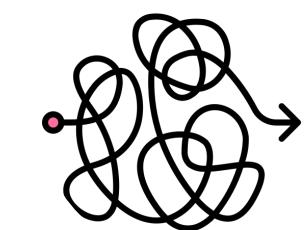
### Discovery happened outside of Etsy

Buyers sought inspiration on platforms like Pinterest or Google, coming to Etsy only when they already had a specific idea in mind.



### Etsy's homepage offered little incentive to scroll

Above-the-fold space was dominated by marketing banners and recently viewed items, pushing discovery modules to the bottom where buyers rarely scrolled.



### Etsy's homepage felt chaotic

Buyers described it as disorganized and overwhelming, with an inconsistent layout and seemingly random recommendations that discouraged exploration.



Quantitative data reinforced these findings, the customer experience tracker showed 49% of buyers visited with specific intent, while behavioral analytics revealed search vastly outperformed discovery modules.

I transformed qual, quant, and analytics insights into a clear research finding:  
**Etsy doesn't need a standalone surface for discovery; it needs a redesigned homepage powered by personalized discovery.**

## **Buyers expect to discover on the homepage**

With the homepage being a top-trafficked surface, integrated discovery can capture users early and encourage exploration before they default to search

## **Redesign the homepage to compel buyers to scroll**

Etsy's homepage should focus on personalized recommendations, emphasizing discovery and inspiration.

## RESEARCH

**Instead of pitching new concepts, I ran 9 co-design sessions where buyers built their ideal homepage, clarifying what to keep, cut, and elevate.**

1

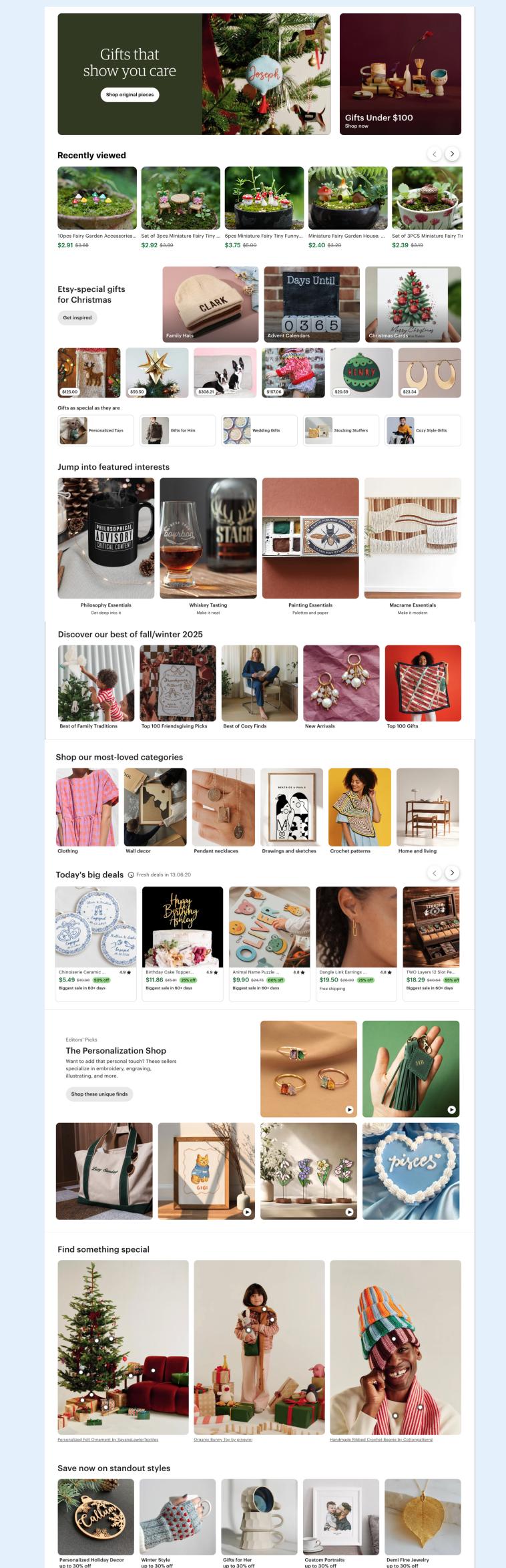
### Co-design revealed true buyer mental models

Insights into what buyers prioritized and overlooked guided the new homepage design, information architecture, and content strategy.

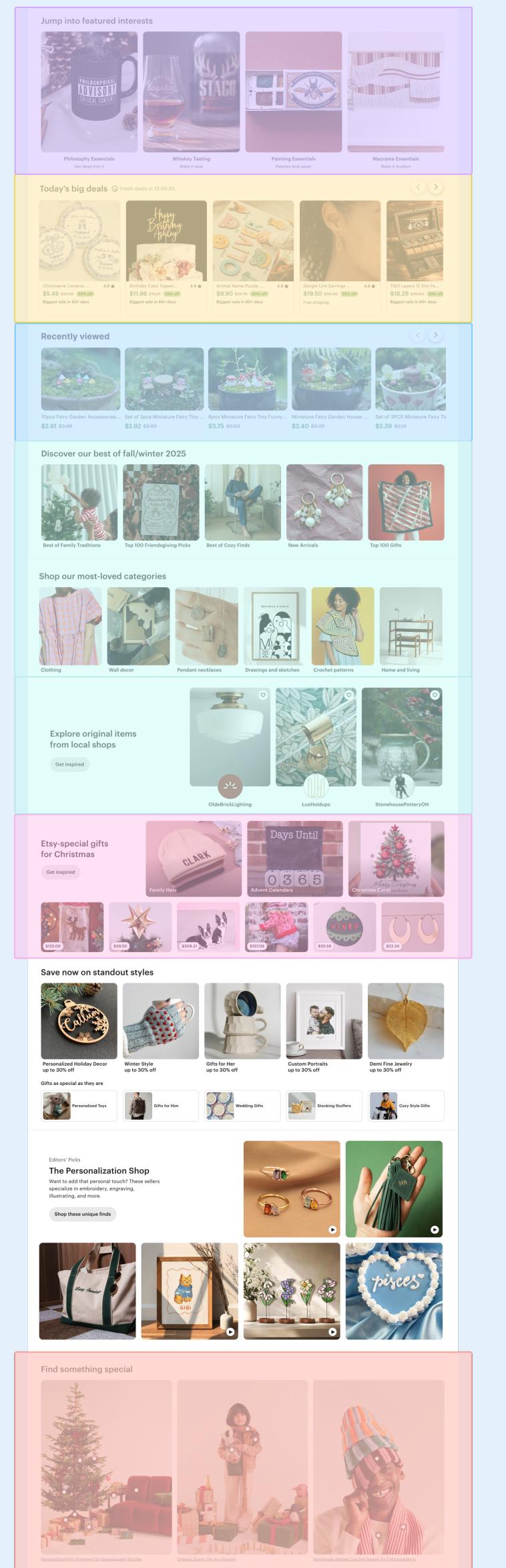
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### Co-design unlocked new opportunities

By having buyers create solutions instead of react to ours, we grounded the redesign in their real priorities rather than internal assumptions.



Etsy  
Homepage



Participant's  
redesign outcome

Discovery Module / Personalized

Sales Module / Personalized

Recently viewed

Non-personalized module

Seasonal Module Non-personalized module

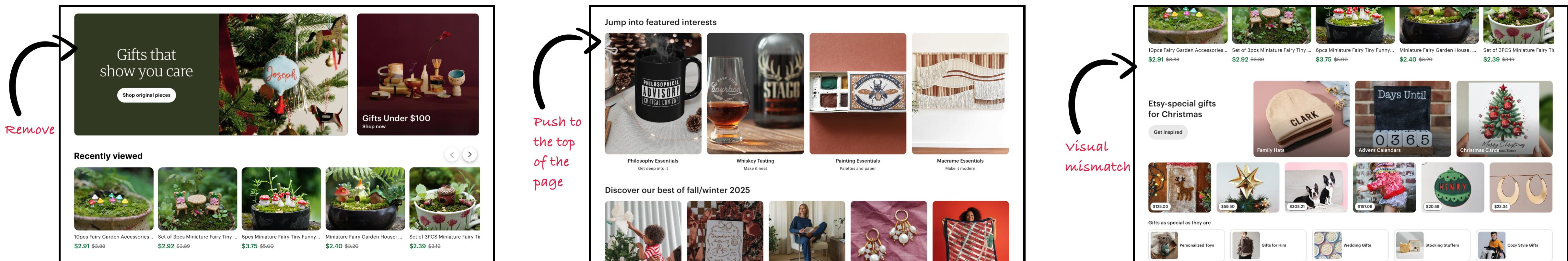
Gifting Module

Branding Module / Banner

Co-design Analysis

Branding Module / Banner

# Research drove 3 design changes: remove the banner, push discovery above the fold, and make browsing easier.



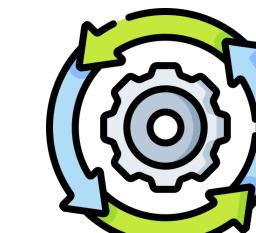
## Remove the Promotional Banner

Co-design sessions showed buyers unanimously eliminated it; behavioral data confirmed only 4% CTR despite prime placement.



## Push Discovery Modules Higher

Buyers prioritized "Recommended for You" and "Deals" over "Recently viewed items", which they managed by saving their items in favorites and/or the cart.



## Create Visual Consistency

Buyers contrasted Etsy's chaotic layout with Pinterest's cohesive experience, making consistency a core design principle.

## RESEARCH

**I ran 8 usability sessions validating the approach; no major issues emerged, but 2 minor fixes improved the final experience.**

**Side scroller clarity:** The navigation button wasn't immediately clear to all buyers. I recommended making the affordance more visible

**Module clickability:** Some buyers tried clicking module titles to explore on their own terms. I recommended making titles clickable to give buyers more control

The image is a screenshot of the Etsy homepage. At the top, there is a navigation bar with links for 'Gifts', 'Our Top 100 Gifts', 'Home Favorites', 'Fashion Finds', 'Registry', and 'Gift Cards'. The main content area features a 'See what's new for you' section with several product categories: 'Stocking Stuffer Ideas', 'Custom Family Love', 'Personalized Engravings', and 'Pop Culture Faves'. Each category displays a grid of items with their names and prices. The 'Stocking Stuffer Ideas' section includes items like personalized leather coasters, a mini desk calendar, and decorative hair combs. The 'Custom Family Love' section shows framed family portraits and silhouette prints. The 'Personalized Engravings' section features engraved items like lighters and belt buckles. The 'Pop Culture Faves' section includes items like custom license plates and hoodie designs. The overall layout is clean and organized, with a focus on showcasing unique and personalized products.

## **3 months of research translated into a redesigned homepage that prioritized discovery over conversion.**

### **RESEARCH IMPACT OVER 3 MONTHS**

**1**

validated new  
homepage design

**17 %**

Increase in homepage  
CTR

**3**

Guiding principles for  
designing personalized  
experience

# Why I'm A Great Fit

# Industry Activities

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## AI Analysis Article Contributor - 2025

Featured in Brad Orego's article 'AI for UX Analysis & Synthesis,' contributing expertise on AI-assisted qualitative analysis workflows and providing detailed implementation guidance

[Link to article](#)

[Link to detailed guide](#)



AI for UX Analysis & Synthesis: Taming the Messy Middle

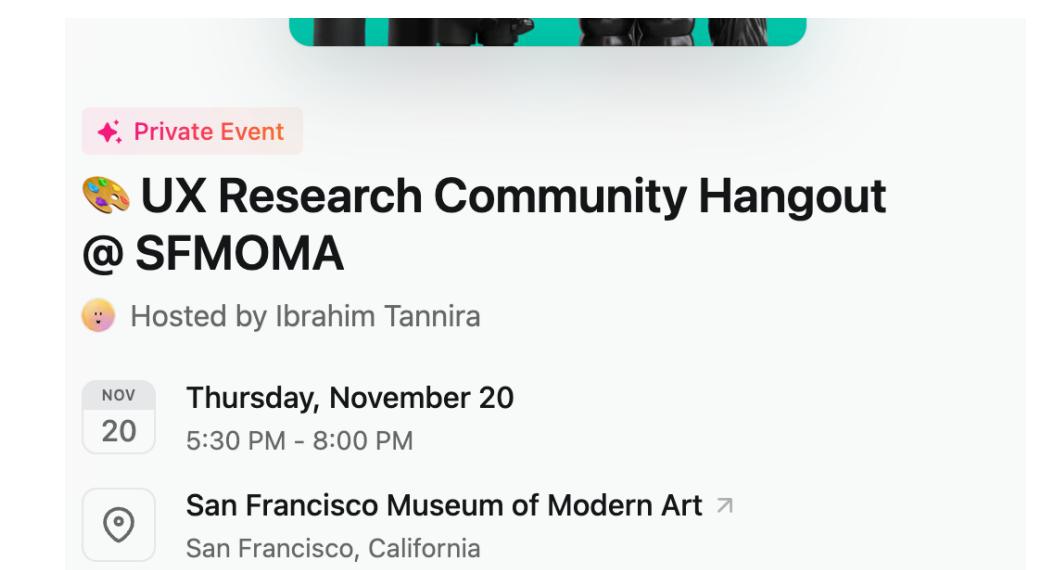
Brad Orego  UX Leader & Head of Research (ex-Webflow, Auth0)

This is Part 4 of a 5-part series on AI in UX Research. If you missed them, check out [Part 1](#) for an overview of AI across the research workflow. [Part 2](#) for

In this guide:

## Researchers at the museum - 2025

Organized UX Research Community Hangouts in San Francisco, hosting networking events for Bay Area researchers at the SFMOMA



Private Event

UX Research Community Hangout @ SFMOMA

Hosted by Ibrahim Tannira

NOV 20 Thursday, November 20 5:30 PM - 8:00 PM

San Francisco Museum of Modern Art San Francisco, California

# Industry Activities

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## World IA Day Boston - 2020 & 2021

Co-organized WIAD 2020 (in-person) and 2021 (virtual) at Lesley University, recruiting speakers, managing event promotion and logistics.

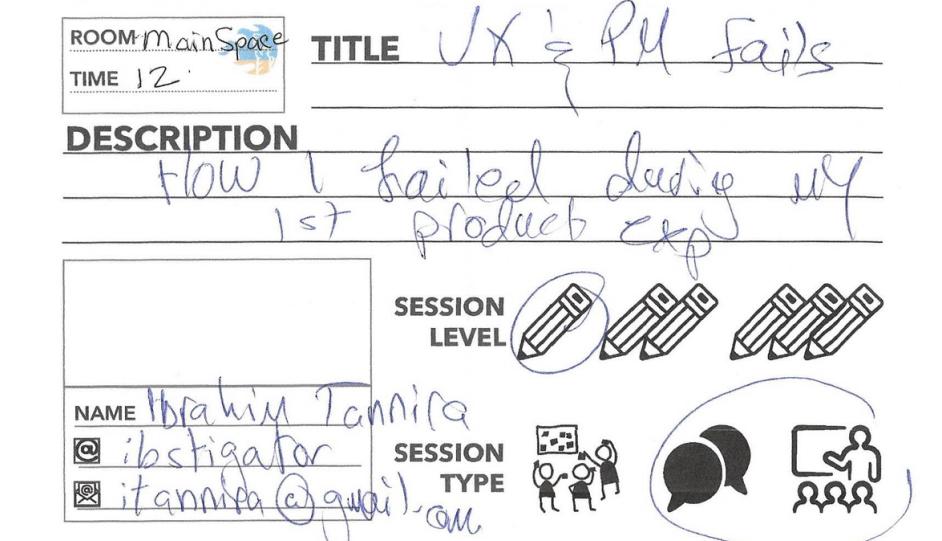


[World IA 2020 Boston Link](#)

[World IA 2021 Boston Link](#)

## UXCamp NYC - 2019

Gave a talk on real-world UX and product fails, distilling lessons from working on two products.



THANKS FOR YOUR TIME!

**Want to hear more about my experience  
or what I'm looking for next?**

**Let's talk:**

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