

# Randolph Duke II

Inclusive Researcher & Designer

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## Related Work Experiences

### **Toast** / [Restaurant Platform - Remote](#)

Senior UX Researcher / Jan. 2023 to Present

Lead cross-department research for restaurant employee lifecycle management products. Collaborating with product leadership to define and prioritize research to address unmet user needs.

### **Meta** / [Technology - Menlo Park, CA](#)

Senior UX Researcher / Jan. 2021 to Aug. 2022

Improved emerging and mature internal product experiences using mixed methods research. Defined user success metrics adopted by stakeholders and organizational leadership.

### **Cantina** / [Design Innovation Agency - Boston, MA](#)

Senior Research & Design Strategist / Jan. 2020 to Jan. 2021

Planned and led design research leading to improved customer service delivery. Facilitated strategic insight workshops with stakeholders and their leadership.

Experience Strategist / Apr. 2019 to Jan. 2020

Led research & design validation projects for clients new to design thinking methods. Planned and facilitated co-design.

Designer / Apr. 2018 to Apr. 2019

Delivered data-informed, outcome-driven designs for clients undergoing digital transformation. Coached junior designers.

### **Peapod Digital Labs** / [Grocery Retail - Quincy, MA](#)

Experience Designer, Product - Contractor / May 2017 to Apr. 2018

Designed apps and websites for national grocery brands. Increased user satisfaction and App Store ratings.

UX/UI Designer, Innovation - Contractor / Jan. 2017 to May 2017

Designed internal prototypes for mobile, web, and internet of things devices used for grocery retail innovation lab.

## Education

M.S. in Human-Computer Interaction / Dec. 2015

Rochester Institute of Technology

B.T. in Electrical & Computer Engineering Technology / Dec. 2011

New York Institute of Technology

## Skills

Inclusive design / Accessibility

Mixed method researcher

Stakeholder management

Heuristics / Benchmarking

Service design

Wireframing

Information architecture

Design systems

Generative facilitator

## Conferences & Talks

User Interviews podcast

“Awkward Silences” guest

MURAL Imagine series

Digital conference speaker

Advancing Research conference

Panelist with Steve Portigal

A11y Boston, 2019

Conference session co-speaker

## Projects

Cantina Research Portal

Enabled agency designers with curated research toolkits

mBraille hardware prototype

Developed open source mobile Braille keyboard solution

Blended Interactions Tour

Co-designed AR experience with grade school & museum staff

## Organizations

ACM

NSBE

BlacksWhoDesign

Service Design Network