AVI LURIE

USER EXPERIENCE RESEARCHER / ANALYST

DETAILS

ADDRESS
Israel

PHONE
0586536379

EMAIL
avi.lurie14@gmail.com

LINKS

LinkedIn

TALENTS

Ideation

Communication

Analytical Thinking

Strategic Planning

Microsoft Excel

SQL

LANGUAGES

English
● ● ● ● ●

Hebrew
● ● ● ● ○

PROFILE

Challenges are catalysts for innovation, and I firmly believe that no task is truly 'impossible'. As I pursue a Masters in Human Computer Interaction at Reichman University, my passion lies in exploring the intersection of psychology and technology's influence on user behaviors

EMPLOYMENT HISTORY

Product / User Analyst , Ex Libris   Jerusalem
Jan 2023 — Present

Analyze user behavior data (Excel, SQL, CRM), transforming those findings into actionable strategies to optimize user experience

Collaborate with EMEA customers to gather user insights, identify system usability issues, and understand their needs, translating these into tangible opportunities

Planed and executed a project that raised customer satisfaction by 13% in 4 months.

Synthesize research outcomes and presented key insights to senior management.

Customer Facing Meta-Data / Systems Operations Analyst - Part Time, Ex Libris   Jerusalem
Nov 2021 — Jan 2023

Conducted comprehensive analysis of data and meta-data from numerous external systems to pinpoint and rectify product malfunctions.

Used Excel, SQL, CRM, meta data management tools, and system rights analysis.

Assisted in lowering the backlog from 1,500 to 100 customer facing cases

Delegaated complex issues to the appropriate internal teams, while proactively maintaining open communication with customers to achieve a proper solution

Intern - Meta Data Analyst , Ex Libris
Apr 2021 — Nov 2021

EDUCATION

Human Computer Interaction, Reichman University
Jul 2023 — Present

Accepted - Finished Summer Prerequisite Courses

Beginning October 2023

Behavioral Science , Hadassah Academic College
Sep 2020 — Jun 2023

Class President: Years 1, 2, 3

Presidents Program of Excellence

Conducting research in the use of virtual reality to ease Social Anxiety.