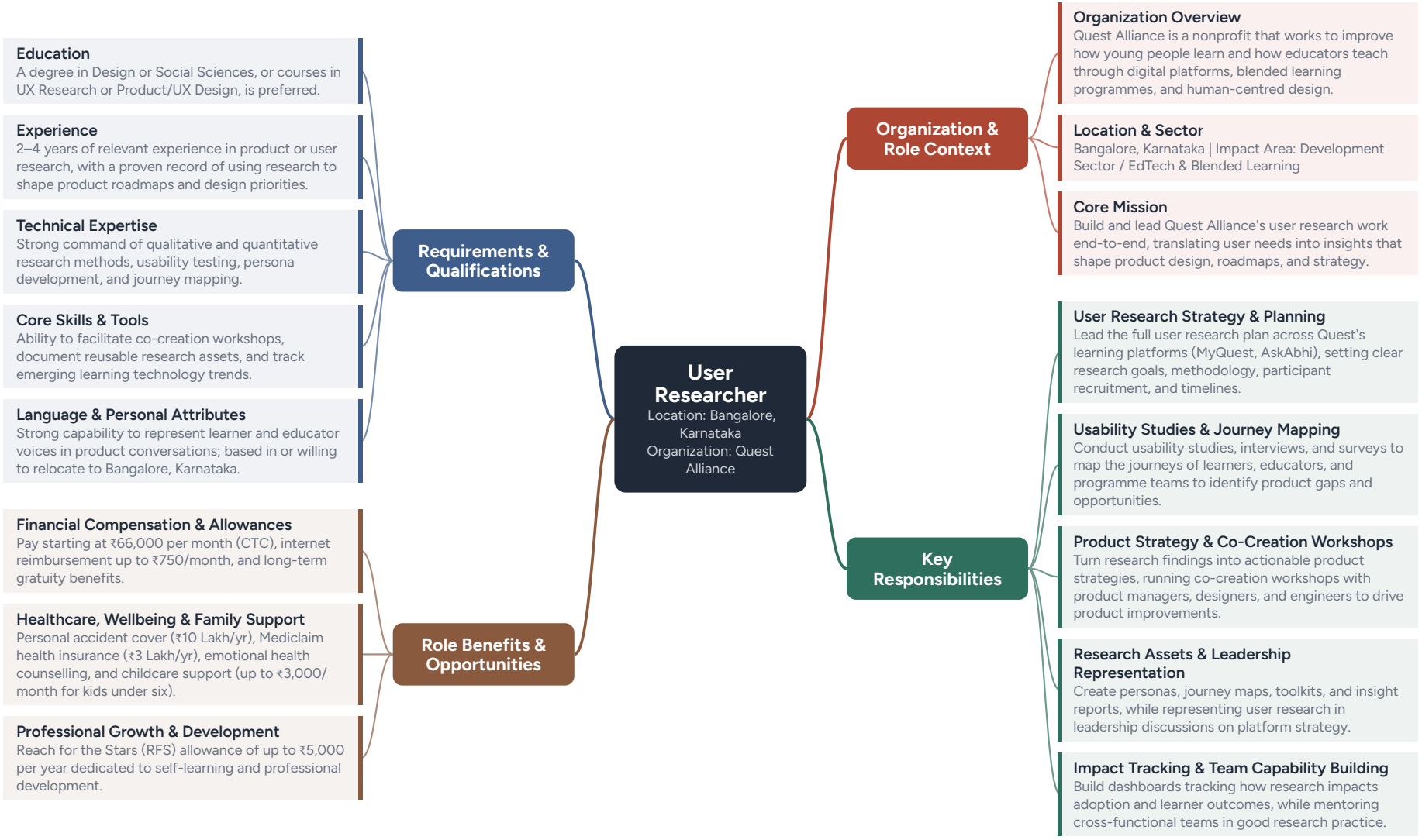
Quest Alliance

User Researcher in Bangalore | Quest Alliance | ₹7.9 LPA

Bengaluru, Karnataka · full-time · mid level · ₹66,000 /month

Application Assist →

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Skills this role needs

User research	Usability testing	Qualitative and quantitative research	Journey mapping and personas	Workshop facilitation

Job description

Quest Alliance

Quest Alliance is a nonprofit that works to improve how young people learn and how educators teach. It builds digital platforms, blended learning programmes and new ideas that start from the real, everyday lives of learners and teachers. Its products include the MyQuest platform for learners and educators, and AskAbhi. This role sits within Quest Alliance's Quest Experience Lab, which shapes how learners and educators experience Quest's digital learning products.

Role

As User Researcher, you will build and lead Quest Alliance's user research work from start to finish. You will listen closely to learners, educators and programme teams, find out what they need and where products fall short, and turn that into clear ideas that shape product design, roadmaps and long-term strategy. You will work side by side with product, design, engineering and programme teams so that what users say leads to real changes in the products, not just reports.

Responsibilities

- Lead the full user research plan across Quest's learning platforms, including MyQuest, AskAbhi and blended learning solutions.
- Design research plans with clear goals, participant recruitment, methods and timelines, and build the frameworks and processes that keep research in step with product goals.
- Conduct usability studies, interviews and surveys, and map the journeys of learners, educators and programme teams to find gaps and opportunities.
- Turn research findings into product strategies that guide roadmaps, design priorities and new features, so research leads to real product improvements.
- Partner with product managers, designers, engineers and programme teams, and run co-creation workshops that bring user insights into product decisions.
- Represent user research in leadership discussions on platform strategy, and mentor teams across functions in good research practice.
- Create personas, journey maps, insight reports, toolkits and templates that make research consistent across teams.
- Build dashboards that track how research affects adoption, product improvements and learner outcomes, and keep up with new research methods and learning technology trends.

Requirements

- 2-4 years of relevant experience in product or user research.
- Strong command of both qualitative and quantitative research methods.
- A proven record of using user research to shape product roadmaps and design priorities.
- A degree in Design or Social Sciences, or courses in UX Research or Product/UX Design, is preferred.
- Ability to run engaging workshops and co-creation sessions and to bring the voices of learners and educators into every product conversation.
- Strong documentation skills and the ability to build research assets that teams can reuse.
- Based in or willing to relocate to Bangalore, Karnataka.

Benefits

- Pay starting at ₹66,000 per month (cost to company), based on your experience and expertise.
- Personal accident insurance cover of up to ₹10,00,000 a year.
- Mediclaim health insurance of up to ₹3,00,000 a year through Anand Rathi, plus extra wellness benefits.
- Reach for the Stars (RFS) support of up to ₹5,000 a year for self-learning and professional growth.

- Internet reimbursement of up to ₹750 a month, based on actual use, to support flexible and hybrid working.
- Childcare support of up to ₹3,000 a month for employees with children under six, as a matching contribution towards childcare or daycare costs.
- Free access to emotional health and wellbeing programmes, including group sessions (worth about ₹8,000 each) and one-to-one counselling (worth about ₹2,000 per session), fully paid for by the organisation.
- Gratuity set aside for your long-term financial security, paid on retirement or separation as per the law.

Apply

Check your fit for the role and receive the apply link in your mailbox

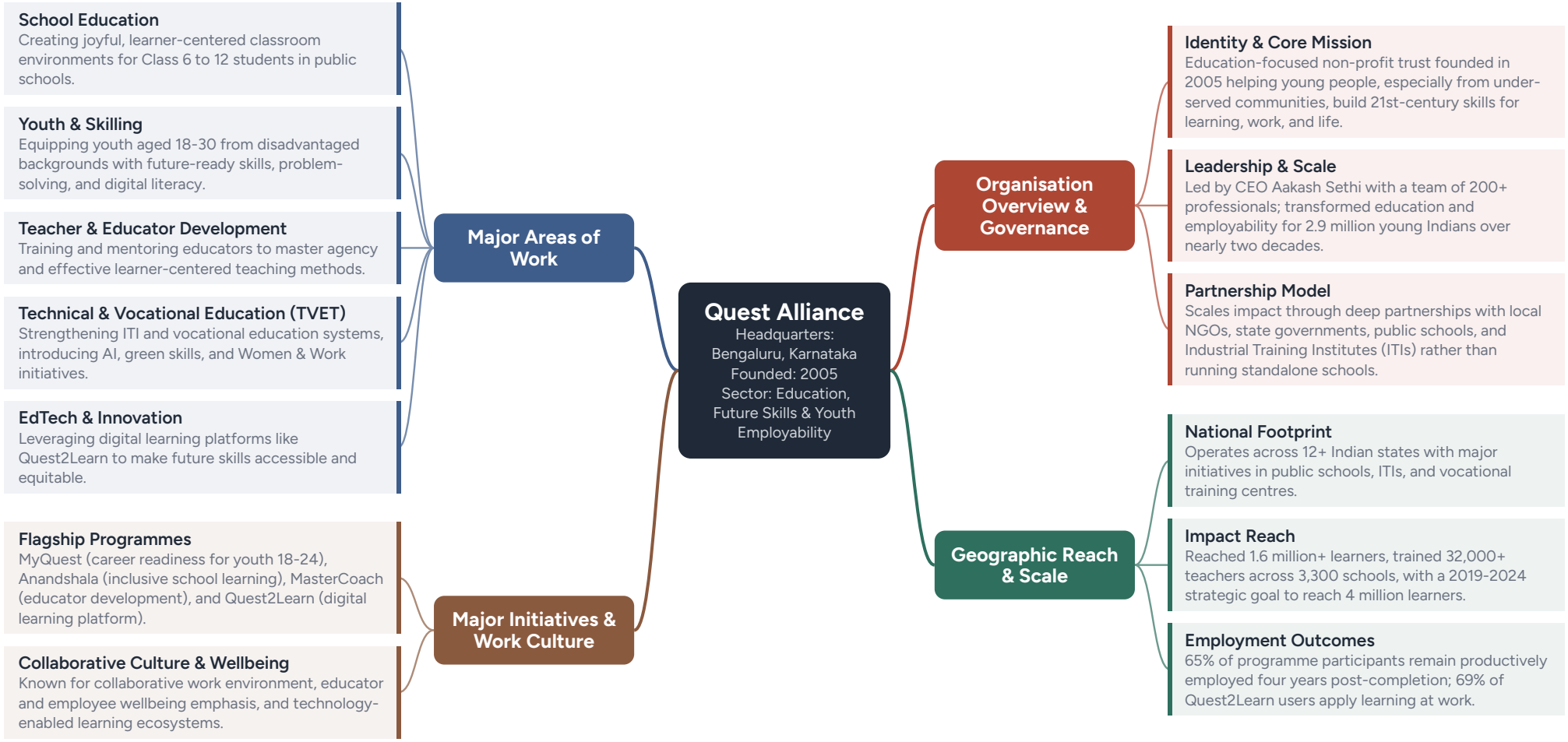
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About the organisation

Quest Alliance

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About Quest Alliance

Quest Alliance is one of India's leading education-focused NGOs, founded in 2005 as a not-for-profit trust that works at the intersection of technology and future skills. Headquartered in Bengaluru, the organization prepares young learners with the skills, mindsets, and support systems they need to thrive in life, learning, and work — especially learners who are socially and economically vulnerable.

Youtube Video

Under the leadership of CEO Aakash Sethi, Quest Alliance has spent nearly two decades transforming education and employability for 2.9 million young Indians. Rather than running its own schools, the organisation scales its impact through partnerships with local NGOs, state governments, and vocational centres, embedding future skills like problem-solving, social-emotional learning, and digital literacy into traditional curriculums.

Major Areas of Work

- School Education: Making classrooms more joyful, engaging, and learner-centered by working with students from Classes 6 to 12 in public schools.
- Youth & Skilling: Equipping young people aged 18–30, especially those from disadvantaged rural and urban backgrounds, with future-ready and 21st-century skills.
- Teacher & Educator Development: Training and mentoring educators to deliver effective, learner-centered teaching.
- Technical & Vocational Education (TVET): Working with governments and NGOs to strengthen vocational education systems and improve employability.
- EdTech & Innovation: Leveraging technology to make learning more equitable, accessible, and relevant.

Major Initiatives and Programmes

MyQuest – Quest Alliance's flagship programme that equips young people aged 18–24 with career readiness, employability, and life skills.

Anandshala – Supports schools in creating joyful, engaging, and inclusive learning environments for children.

MasterCoach – A professional development programme that helps educators build mastery, agency, and purpose in teaching.

Quest2Learn – A globally recognised digital learning platform that develops 21st-century and employability skills among learners.

Impact

- Reached over 1.6 million learners across India.
- Trained more than 32,000 teachers across 3,300 schools in 12 states.
- 65% of programme participants remain productively employed four years after completing the programme.
- 69% of Quest2Learn users apply their learning at work, while 70% use it within their professional networks.
- A team of 200+ professionals working across multiple states with fellowship and volunteering opportunities.
- The organisation's 2019–2024 strategy aimed to reach 4 million learners with improved education and employment outcomes.

Quest Alliance offers the opportunity to work at the forefront of India's education-to-employment transition through deep partnerships with governments, corporates, and grassroots organisations. The organisation is known for its collaborative culture, focus on educator and employee wellbeing, and commitment to building equitable, technology-enabled learning ecosystems.

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