

Kaosi Unini

RESEARCHER · PLAYERS, USERS & TEAMS

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Open to games user research and player insights roles · internship, full- or part-time (remote) · available summer 2027

Games and user researcher. I study player behavior from match data, users from recorded usability sessions, and audiences from platform analytics. I fix the design before I pull the data, and I report a null as a null. The question I care most about: what game workers already know about layoffs that their studios can't hear. Graduating from the University of North Texas in May 2028; next, graduate study in industrial-organizational psychology.

RESEARCH

"He Cancelled It": Mimetic Incompetence, Telemetry, and the Erasure of the Magic Circle · sole author, course paper Oct 2026

- Argues that a platform builds monitoring for whatever it can measure, but gives players an accountable, contestable place to be judged only where a contract compels it: Riot binds its professionals to a best-effort duty and its ordinary players to none.
- Names *mimetic incompetence*: deliberate sabotage that looks like an honest mistake to automated moderation, which then punishes the provoked player's visible reaction instead.
- Built on a close reading of *League of Legends*' mechanics, Riot's policies and the history of its Tribunal, plus surrender rates across 3,053,122 ranked matches read as collective exit.

Follow-on test: do a few players keep taking a teammate's resources? · Riot API Oct 2026

- Fixed the sample, measures and threshold in a written study plan before the full pull: 250 accounts drawn at random from Riot's ladder, 25 per rank tier; 4,064 games through Riot's API into SQL, with player IDs pseudonymized at collection.
- Asked whether some players take the jungler's camps more often than role, rank and game state explain. A null across 66 tests corrected for multiple comparisons; power came in under plan, so a rare habit could hide, and it is reported that way. It labels no player.

Work tribes: conditions emergence in U.S. game-studio workforces · my own study, in design 2026 –

- Game workers already say in public, on the day a layoff is announced, what their studios' knowledge systems miss, and studio leadership doesn't hear it in the language it designs those systems with. The study is built to translate it, on the workers' behalf.
- Design: member-checked interviews with 10–14 employed and recently laid-off workers at U.S. publicly traded and investor-backed mid-sized studios, read against their public posts and layoff-story comment threads since late 2022. It asks how workers describe their peers, their lives outside work and protecting one another; whether work-tribe conditions (Rosellini et al., 2022) emerge is for the data to decide.

USER AND AUDIENCE RESEARCH AT WORK

Trustedpreneurs, LLC · Product Owner and Product Manager, *Sworn* Feb 2026 – present

Software for notary-signing companies, run by the owners of BNN Services, built by an offshore vendor.

- Ran operator interviews and recorded usability sessions for the redesign: the first client's recorded first look took 32 minutes 31 seconds to find one contact, which became the design brief for all four user views.
- Ran exploratory test sessions with a domain expert; they surfaced the highest-severity issue, cross-company data access, on every role at least once, which no scripted test had covered. I researched how to describe it to the engineers, as authentication without authorization; it was fixed entirely before any client was on the system.

Life Design with LeeAnne · Social Strategy Consultant Sep 2026 – present

College-admissions coaching practice.

- Tested the practice's belief that students were its social audience against 274 days of platform data, read by age band and platform. Students barely registered in the reach; most of it was women 35 to 54, the parents' age band. Rebuilt the strategy around referrals.

BNN Services · QA & Knowledge Operations Lead, now Operations Analyst, part-time Jul 2023 – present

Signing company that sends ~15,000 independent notaries to home-loan closings.

- Mapped the signing process end to end, and built the quality dashboards that turn repeat errors into a ranked fix list; lending-partner audits at zero defects across ~45,000 closings.

KNOWLEDGE SYSTEMS

- **KaosOS**: where my research notes, sources and findings live: ~2,300 linked notes, with Claude AI agents doing upkeep under rules I set.

EDUCATION

University of North Texas · B.S. Game Studies & Design (Narrative Design) and B.S. Information Science (Project & Knowledge Management), expected May 2028 · GPA 3.8 · Dean's List

Tarrant County College · A.S. Computer & Information Sciences · United States Naval Academy · coursework in Data Science

SKILLS

Methods: written study plans before data · multiple-comparison correction · re-checking on a second sample · usability and exploratory testing · interviews and needs assessment · literature review · process mapping

Data: SQL (SQLite) · Python · Riot API · Excel · Meta Business Suite · pseudonymization at collection

Tools: Obsidian · Jira · Microsoft 365 · Google Workspace · GitHub