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**EDUCATION****UT AUSTIN SCHOOL OF INFORMATION***M.S., Information Studies, 3.9 GPA*Austin, TX  
May 2021**JAYPEE INSTITUTE OF INFORMATION TECHNOLOGY***B.Eng., Information Technology*Noida, India  
Jun 2015

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**EXPERIENCE****THE UNIVERSITY OF TEXAS AT AUSTIN****UX Researcher (UT RecSports)**Austin, TX  
Feb 2021 – Present

- Leading an end-to-end user experience research study to help improve the **Information Architecture & UX** of website by conducting **survey**, **card-sorting** and **generative user interviews**.

**Graduate Research Assistant (School of Information)**

Sep 2020 – Jan 2021

- Automated data-cleaning for COVID search-engine for 200000+ publications reducing time by 2-3 hrs, in SQL & Python.

**HP Inc.**

Houston, TX (Remote)

**UX Engineer, Personal Systems Summer Intern**

Jun 2020 – Aug 2020

- Conducted **secondary research** and developed a POC in **ReactJS** to implement Skeleton Loading across the globally used B2B DaaS dashboard & did **usability testing** across 15 participants to demonstrate an average decrease in the perceived loading time of 200ms as compared to Loading Spinner.
- Collaborated cross-functionally with the Product, Business, Analytics and UX team across USA and India to analyze the current user-dashboard interaction data points and implemented **Google Analytics**, as per **GDPR** compliance, to generate stats around clicks & views to improve engagement through more accurate bounce rates, dwell time & metrics around Call-to-Action(s).
- Designed **user-stories & wireframes**, & developed component in **ReactJS** for requesting service locations from device end users and for quick chat access in the HP TechPulse dashboard used by all HP clients across the globe.

**THE UNIVERSITY OF TEXAS AT AUSTIN****Graduate Research Assistant (VR Lab, School of Information)**Austin, TX  
Sep 2019 – Jun 2020

- Designed a research study, conducted **interviews & usability study** with **30+ kids (5-9 years)** in **VR**, collected and analyzed **behavioral and attitudinal data** for analysis that led to a **publication** on the use of VR for teaching.

**Student Intern (Facilities Services)**

Feb 2019 – Sep 2019

- Audited website content & documented cross-functional workflows in **Visio** for design of a multimillion-dollar dashboard.

**MedMap**

Gurgaon, India

**UX Engineer**

Mar 2016 - Sep 2017

- Lead end-to-end research & user-centered design of in-app **smart chat-bot** using AWS Lex which cut-down support calls by **20%**.
- Conducted **primary research** through **field visits & contextual inquiry** across **4 major Indian cities** and conducted **surveys, A/B testing** with over **30 users** to inform mobile app design and validate it.
- Synthesized finding from field visits & contextual inquiry into a **simple and actionable research report** that helped the re-design and development of the desktop-billing solution to be used across nation-wide hospital chains like **Max Healthcare** and **Fortis**.
- Redesigned the mobile app (**iOS & Android**) in **inVision**, using **Material Design** concepts, that reached over **10K users** on **Google Play Store**. Designed, through iteration, a **desktop billing, and record management solution** to be used across **1000+ healthcare** service providers.

**IBM India Pvt. Ltd.**

Gurgaon, India

**Technical Analyst**

Jul 2015 - Feb 2016

- Resolved server medium to high priority server related issues for DOW and SANDVIK accounts.

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**SKILLS**

- Methods:* Generative Interviews, Survey, Competitive Analysis, RITE Testing, Usability Testing, Concept Testing, Heuristic Evaluation, Interaction Design, Rapid Prototyping, Wireframing, Low-High Fidelity Mockups, User Stories, Personas, Agile UX
- Design:* Sketch, Figma, inVision, Proto.io, Adobe XD, MS Visio, Balsamiq, UserTesting.com, Qualtrics, MIRO, Tableau
- Software:* HTML5, CSS3, JavaScript (jQuery, React), Python, SQL, MongoDB, C#, Unity3D, MS Azure, AWS, AMT, Tableau

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**PROJECTS****Revify**

Interaction Design (2020)

- Employed secondary research, competitive analysis and generative interviews to design through iteration a desktop-first resume-review portal in **Figma** and validated it using **UserTesting.com**

**Workplace Communication**

Research &amp; Design (2020)

- Conducted **UX research** through **secondary research, competitive analysis, survey and generative interview** to flesh out **scenarios** and **user stories** for the **concept design** and **validation** of an app meant to facilitate interactions in remote workplace.

**UT Provost Usability Study**

Research (2019)

- Conducted **survey, affinity diagram, usability test** and **interviews** with a diverse mix of students at the University of Texas at Austin, created a **codebook** for the collected data, wrote an in-depth **research report** and presented the findings to improve the course registration & tracking process to the UT Provost office.