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WORK EXPERIENCE

ALSAC – St. Jude Children’s Research Hospital – Memphis, TN, USA

User Experience Designer

Dec 2019 – Present

- Led cross-functional Agile teams to research, design & test fundraising experiences, achieving an 86% SUS rating & 95% training reduction.
- Transformed St. Jude Marathon Bib Assignment app, saving 500 hours of manual work annually through user experience design, prototyping and usability testing.
- Facilitated User Centered Design Workshops, educating & empowering individuals & teams, resulting in a 400% audience increase.
- Improved design consistency across 50+ products by co-authoring the St. Jude design system with designers and developers.

DePaul Innovation Development Lab, DePaul University – Chicago, IL, USA

User Experience Designer

Aug 2018 – Jun 2019

- Designed and launched the ODI Conference 2019 website, saving \$3500 in outsourcing costs and increasing online registrations by 20%.
- Enhanced collaboration among designers and developers by 25% through revamping the web development process in an Agile environment.
- Collaborated with teams and individuals to brainstorm, research and test client products for Fortune 500 companies’ B2B and B2C streams.

Continental AG – Deer Park, IL, USA

User Experience Design Intern

Oct 2018 – Mar 2019

- Collaborated with two Agile multidisciplinary teams to redesign an MVP of car audio tuning software, tailored to meet the needs of engineers and enterprise partners.
- Transformed audio tuning software, leading to a 2x increase in engineers’ efficiency and a 50% reduction in error rates.
- Maximized user experience with a 100% increase in content discovery and an 82% average SUS score through leading usability tests.

EDUCATION

DePaul University – Chicago, IL, USA

MS Human Computer Interaction

Mar 2017 – Jun 2019

Guru Jambheshwar University of Science and Technology – Hisar, India

BTech Computer Science and Engineering

Aug 2012 – May 2015

SKILLS

UX Skills

UX Design

User Research

Usability Testing

Prototyping

Wireframing

Design Systems

Competitive Analysis

Information Architecture

Design Thinking

Design Strategy

User Personas

Journey Mapping

Tools

Figma

Axure RP

Adobe XD

Sketch

Miro/Mural

Adobe Photoshop

Adobe Illustrator

HTML/CSS

Jira

Confluence

Soft Skills

Teamwork

Communication

Workshop Facilitation

Agile Methodologies

Presentation

Public Speaking

Leadership

Empathy