

I am a User Experience Designer with consulting and product background. I have experience in variety of domains such as healthcare, finance, e-commerce, automotive and technology. My passion is wireframing and interaction design through user research, and I am constantly learning about information visualization.

## UX WORK EXPERIENCE

**Intuit (QuickBooks Time)** | Senior Product Designer 06/2021 – Present

- Drove design efforts to identify impact and opportunities to improve experiences for payroll and time customers. This effort led to increase in payroll run rates and seamless onboarding.
- Designed guided onboarding experiences for businesses to track employee work hours.

**Sedgwick** | User Experience Designer (contract) 09/2020 – 06/2021

- Using qualitative research to design functional prototypes to modernize legacy claims management system being used by 1000 employees.

**Deloitte Consulting** | User Experience Designer 02/2019 – 08/2020

- Delivered actionable & insightful data visualization tools for C-suite executives from the top Fortune 500 companies across healthcare, finance and technology to achieve high level of performance efficiency and transform decision making. These works resulted in more business for the firm.
- Spearheaded web design workstream in cross-functional team using human centered design process to efficiently manage \$4 B/year value-based payment models in healthcare.
- Led and facilitated design thinking workshops with top executives and business owners to identify user needs and translated them into data analytics solutions to improve brand image and increase work efficiency for over 150K employees.

**MRM//McCann** | Customer Experience Strategist 06/2018 – 01/2019

- Interviewed users for research and conducted participatory design workshops to understand customer experience and identify pain points in the automotive industry using journey maps to create the ideal user experience for new electric vehicle owners.

**Deloitte Digital** | User Experience Designer 08/2014 – 08/2016

- Conducted client interviews, prototyped wireframes and performed usability tests to inform design decisions and led interaction design projects while collaborating with cross-functional team.

## EDUCATION

**University of Michigan School of Information, Ann Arbor** 09/2016 – 04/2018

Master of Science in Information – Human Computer Interaction

**Manipal Institute of Technology, India** 08/2010 – 04/2014

Bachelor of Engineering – Instrumentation Control

## SKILLS

### User Research

Contextual Inquiry, Stakeholder Workshops, Participatory Design, Usability Testing, Affinity Mapping, Service Blueprint

### UX Design

Personas, User journey, Interaction Design, Wireframing, Prototyping, Storyboarding, Information Visualization, HTML, CSS

### Tools

Sketch, Figma, Adobe XD, InVision, Axure, Illustrator, Photoshop