NIKITA CHANDEKAR

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EDUCATION

The University of Texas at Austin	MSIS Master of Science in Information Studies	2022-2024
MIT Art Design & Technology University, Pune, India	Post Graduate Diploma Industrial Design	2011-2015
Bachelor of Engineering- Electronics	Mumbai University, Mumbai, India	2007-2011

PROFESSIONAL INDUSTRY EXPERIENCE

CitiusTech Healthcare Pvt. Ltd. Mumbai- *Assistant Manager UX Design*   March 2021-August2022
- Led UX team in improving the interaction of healthcare software solutions for General Electric (GE) by developing a Design System (Edison Design System) for standardizing the data visualization guidelines and micro interactions across 7 projects using Figma, resulting in a 90% reduction in design errors and improved the design/wireframing output to 5 screens/week from initial 2 screens/week through pick-and-drop graphs.
- Redesigned the UX and Visual Design of VILN, a vaccine development lifecycle management notebook for PPD using Axure resulting in a significant increase in user productivity.
- Built a course on the 'User-Centered Design Process and Governance structure' and trained 20 cross functional teams, resulting in 1.8x increase in inclusion of UX consultancy in organization projects.

Cognizant Mumbai - *Senior User Experience Designer*   June 2019-March 2021
- Extensive experience in designing enterprise applications for brands like KFC, PepsiCo, Walmart labs, TGS Geophysical Company, and Molina Healthcare.
- Revamped the UX design of an Inventory Management System for KFC Restaurant by replicating the physical locations in an intuitive screen pathway for faster inventory count cycle resulting in a 30% reduction in inventory management time thereby leading to an increase in order accuracy.

Godrej & Boyce Manufacturing Company, Mumbai- *Design Manager Product Design*   March 2016-June 2019
- Led an elaborate Ethnographic User Research Project and qualitative user research of 28 users across two cities, defining the scope of projects to be introduced in the next three years.
- Collaborated with a team of engineers to design and launch 2 space-saving furniture systems and 4 lifestyle projects, including the Transpose Wall Bed System, Transpose Sofa Bed, and Ray Bed (I-Mark Design), resulting in a 35% increase in sales.

Cybage Technologies, Pune - *Design Manager Product Design*   September 2015-February 2016
- Conducted a comprehensive heuristic evaluation and UX analysis of McDonald's app, identifying and addressing 10 key usability issues and suggested improvements resulting in 60% improvement in task success rate.

Tata Consultancy Services TCS, Pune - *UX Designer*   May 2015-August 2015
- Conducted UX research and analysis of TCS's internal Resource Management Portal, resulting in reduction of onboarding time for new hires and program managers by one-third.

INTERNSHIP EXPERIENCE

Athenahealth Austin, Texas- *UX Designer*   January 2024-present
- Leading a comprehensive usability testing project to assess the accessibility of a patient portal, with a subsequent goal of crafting a robust design system informed by test outcomes to enhance overall accessibility.

Noah Medical Inc, San Carlos, California- *UX Designer*   July 2023 – August 2023
- Designed 2 world-class digital interfaces for medical surgical robotic systems, resulting in 20% improved user satisfaction ratings and positive feedback from cross-functional team members on functionality and aesthetics.
- Developed innovative experiences and solutions, enhancing design storytelling and increasing user engagement metrics by 30% in interface usage time and 15% in user retention rates.
- Facilitated 4 cross-disciplinary ideation workshops, generating Medical Interface icons, wireframes, prototypes, and written documentation. Integrated these designs into product prototypes, reducing design iteration time by 25%

ACADEMIC WORK EXPERIENCE

TIPI Institute, Moody College of Communication, Austin Texas- *Graduate Research Assistant GRA*   August 2022- January 2024
- Collaborated on a Flood Management Awareness project for the Texas Water Development Board, conducting a literature review, qualitative user research, and a survey of 1500 Texas residents to gather insights on flood management awareness and accessibility needs of vulnerable populations.
- Established a brand identity, logo using Adobe Illustrator and helped run successful campaigns, resulting in higher brand recognition leading to dissemination of awareness about flood risk and preparation increasing the reach to 27 flash flood alley counties, which was originally restricted to a few.

TIPI Institute, Moody College of Communication, Austin Texas- *Teaching Assistant TA*   January 2024- May 2024
- As a Teaching Assistant for HDO 301: Introduction to the Human Dimensions of Organizations, I adeptly facilitate discussions and provide dedicated support to a class of 120 students, guiding them through the intricacies of research methods application to study people-centered challenges within organizational contexts.

ADDITIONAL INFORMATION

Software Tools: Figma, Adobe XD, Sketch, Axure, Invision, Balsamiq, Photoshop, Illustrator, PremierePro, MS- Office, Unity, JIRA
Design Techniques: Wireframe, Design System, Information Architecture, Journey Map, User Flow, Card Sort, Persona, Affinity Mapping, Accessible Design
Research Methods: Generative Research, User Interviews, Survey, Competitor Analysis Heuristic Evaluation, Usability Testing, Co-design, Ethnography
Certifications: CPACC Accessibility Certificate, CITI Program-IRB, UXQCC CPUE
Awards: India Design Mark, India | 2020 Ray Bed, Godrej Interio Design; A'Design Award, Como Italy | 2014 Bronze Winner; Nature Inspired Design Challenge, IIIT Jabalpur | 2013