

EXPERIENCE

UX Researcher

Shared Services Center, UMBC

September 2020 – May 2021

Maryland, USA

- Lead mixed methods research initiatives on different data for the redesign of the University's Shared Services Center website.
- Responsible for planning, and create user research reports, along with participant recruitment.
- Performed Heuristic Evaluation to uncover usability problems related to content placement, error prevention, content redundancy.
- Improved search relevance and content discovery through the insights gained from usability testing with user data reflecting an all time high of 181 users in a single month and an average bounce rate of nearly 30% post redesign.
- Improved NPS from 30.3 to over 50 by implementing contextual-inquiry driven recommendations.

Graduate Research Assistant (User Experience - Accessibility)

Toyota - UMBC - UCI (Mobility for All project)

September 2019 - May 2021

Maryland, USA

- Research Assistant in a collaborative project to build a wearable device (running belt) that aids legally blind runners.
- Lead a team of 4 in carrying out literature reviews, One-One context interviews with the target audience, and Bodystorming activities.
- Analyzed existing market products, simulated scenarios, created affinity maps to inform hardware design and development.
- Device built at 50 % the cost of some of the products available in the market today.
- Evaluated feasibility with the help of a field experiment - an obstacle course followed by context interviews.

Software Engineer (UI/UX)

Larsen and Toubro Infotech (LTI)

August 2017- June 2019

Bangalore, India

- Designed and developed an insurance portal - a web application for Larsen & Toubro Infotech's client (MunichRe) to process quotations from insights gained from stakeholder interviews for customers across the globe.
- Conducted generative research, ran customer interviews on insurance portals to determine product road-map.
- Managed and improved B2C application websites for Mercer by integrating front end web technologies using the web content management tool - Adobe Experience Manager(AEM).

EDUCATION

M.S - Human-Centered Computing

University of Maryland, Baltimore County

August 2019 - August 2021

B.E - Information Science and Engineering

R.V College of Engineering

August 2013 - May 2017

SKILLS

Methodologies

Contextual Inquiry, User Interviews, Qualitative Coding, Usability Testing, Heuristic Evaluation, Affinity Mapping, Participatory Design, A/B Testing, User Journeys, Diary Studies, Card Sorting, Storyboards, Surveys, Personas, Focus Groups, Tree Testing, 5-Second tests, Statistical Analysis, Task Analysis

UX Design

Wireframing, Brainstorming, Prototyping, Whiteboarding, Interaction Design, Accessibility, User Centered Design

Tools

Adobe XD, Figma, InVision, Sketch, Balsamiq Mockups, Adobe Illustrator, JIRA, AirTable, Survey Monkey, Miro, Airtable, DoveTail

Programming

HTML, CSS, JavaScript, SQL

Soft Skills

Design Thinking, Empathy, Communication, Leadership, Collaboration

PUBLICATIONS

1. **Nagraj, A. et al.** Investigating the navigational habits of people who are blind in India. *The 23rd International ACM SIGACCESS Conference on Computers and Accessibility* (2021 - To appear).

AWARDS & HONORS

2020 Omicron Delta Kappa - Member