

# Anirudh Nagraj

anagraj1@umbc.edu | 443-388-4185 | www.anirudhnagraj.com

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## EXPERIENCE

### SHARED SERVICES CENTER, UNIVERSITY OF MARYLAND, BALTIMORE COUNTY | USER RESEARCHER

SEPTEMBER 2020 - PRESENT

- Drive all research related activities for the Shared Services Team of the University of Maryland, Baltimore County [CLIENT].
- Collect, analyze, and share qualitative and quantitative data through a mixed methods approach. Perform usability tests to evaluate the performance of the current product.
- Currently Engaged in extensive user research to define specific shortcomings, identifying stakeholder needs and aid the redesign to reduce bounce rates (Current- 60 %, Projected 30-40 %), help improve the page visits, and the overall usability.

### UNIVERSITY OF MARYLAND, BALTIMORE COUNTY |

GRADUATE RESEARCH ASSISTANT

Dec 2019 – Dec 2020

Investigated the navigational habits of individuals who are blind in low- and medium-income countries. Drew insights from various findings to provide references for the design of future assistive technologies in the navigational space.

### L & T INFOTECH | SOFTWARE ENGINEER (UI/UX)

Aug 2017 – Jun 2019 | Bangalore, India

- Collaborated with multiple clients of L&T Infotech (Hartford Steam Boiler, Mercer) in a cross-functional setup with the working knowledge of Adobe Experience Manager (a web content management tool) and implemented front-end technologies (HTML, JavaScript, CSS, AJAX) to create a web-based insurance portal. The portal enables users to perform quotation related operations and track the data over a period.
- Part of the UX team that conducted generative research on the product to find potential solutions and opportunities.

## PROJECTS

### MOBILITY CHALLENGE (UMBC-UCI-TOYOTA PROJECT) | RESEARCHER

September 2020 – Present | University of Maryland, Baltimore County

An ongoing collaborative effort that involves building a physical prototype employing user research and user centered design to aid legally blind runners in their run as a part of the Mobility Challenge project. Ran interviews, concept tests and evaluative studies with 11 participants to know the user specific requirements for the prototype. 90 % of participants interviewed want to try the device and using it for running.

### B-AID | PERSONAL PROJECT FOR UX RESEARCH AND DESIGN

May 2020 – Present

Built a prototype that uses voice input and output for users who are blind, aiding them in navigation and other scenarios. Conducted interview studies with 14 participants, ran field studies, competitive analysis to derive insights on the application usage and navigation from one place to another using technology. 80 % of the users liked the idea of connecting to others for assistance like ride-sharing applications.

## EDUCATION

### UNIVERSITY OF MARYLAND, BALTIMORE COUNTY

MASTER OF SCIENCE IN

HUMAN-CENTERED COMPUTING

Expected - August 2021

GPA: 3.925 / 4.0

### R V COLLEGE OF ENGINEERING

BACHELOR OF SCIENCE IN

INFORMATION SCIENCE

2013 - 2017

GPA: 7.91/ 10

## SKILLS

### METHODOLOGIES

Contextual Inquiry, User Interviews, Qualitative Coding, Usability Testing, Heuristic Evaluations, Affinity Mapping, Participatory Design, A/B Testing, User Journeys, Dairy Studies, Card Sorting, Surveys

### UX DESIGN

Storyboards, Wireframing, Information Architecture, Brainstorming, Prototyping, User Personas, Whiteboarding, Interaction Design, JTBD Framework, Accessibility, User Centered Design

### TOOLS

Adobe XD, Figma, InVision, Sketch, Balsamiq Mockups, Adobe Illustrator, JIRA, AirTable, Survey Monkey, Google Suite, Miro

### PROGRAMMING

HTML5, CSS, JavaScript, SQL

### PROCESSES

Agile, Lean, Kanban

## SOCIETIES

Omicron Delta Kappa