Anirudh Nagraj

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

EXPERIENCE

USER RESEARCHER | Shared Services Center - University of Maryland, Baltimore County
SEPTEMBER 2020 - PRESENT

- Lead User Researcher of the Shared Services Center team. Drive all research-related activities to 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 - <40 %), help increase the number of visits, Net Promoter Score, and the overall usability.

Methods - Observations, Statistical Analysis, Usability testing, 1-1 Context Interviews, A/B Testing.

RESEARCH ASSISTANT | University of Maryland, Baltimore County
Dec 2019 – Dec 2020

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

Methods - Field Studies, Qualitative Coding, 1-1 Context Interviews

SOFTWARE ENGINEER (UI/UX) | L & T Infotech
Aug 2017 – Jun 2019 | Bangalore, India

- Part of the team responsible for conducting generative research on the product to find potential solutions and opportunities.
- Collaborated with multiple clients of L&T Infotech (HSB, Mercer), in multiple cross-functional setups combining front-end technologies, prototyping tools, and user research methods to create web-based insurance applications used by millions of customers across the globe.

PROJECTS

USER RESEARCH | (UMBC-UCI-Toyota Project on Mobility)
September 2019 – Present | University of Maryland, Baltimore County

- Conducted interviews, concept tests and evaluation studies with 11 participants to know the user specific requirements for the prototype. 90 % of participants interviewed expressed a willingness to try the device and using it for running.
- An ongoing collaborative effort that involves building a physical prototype employing user research and user centered design to aid legally blind runners in their running, extending to normal walking.

Methods - 1-1 Context Interviews, Competitive Analysis, Affinity Mapping, Scenario Creation, Whiteboarding, Participatory Design,

USER RESEARCH AND DESIGN | B-AID
May 2020 – Dec 2020

- Conducted 1-1 context interviews with 14 participants, performed field studies, competitive analysis, to derive insights on the application usage to build a prototype that uses voice input and output for users who suffer from vision loss to aid them in navigation.

Methods - 1-1 Context Interviews, Competitive Analysis, User Persona Creation, Field Studies, Storyboarding, Human-Centered Design

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, Storyboards, Information Architecture, JTBD Framework, Surveys, User Personas

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, Google Suite, Miro

PROGRAMMING
HTML, CSS, JavaScript, SQL

PROCESSES
Agile, Lean, Kanban

SOCIETIES
Omicron Delta Kappa