Harsh K. Desai

Designer
Researcher
Programmer

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EDUCATION

Master of Science in Information
University of Michigan| Aug 2018 - May 2020 (Expected)
Human-Computer Interaction (HCI) Specialization

Bachelor of Science in Computer Science
University of Kentucky| Aug 2014 - May 2018
Concentration in Computer Science with a Minor in Mathematics

EXPERIENCE

Clinc | UX Research Intern
Ann Arbor, MI | Sep 2018 - Present

Platform where users can build complex AIs to redefine experiences with conversational AI across various industries
Conducting extensive user research to understand how customers interact with the platform, optimizing navigation to make process more intuitive for ~250 early developers.
Gathering feedback through usability tests and working with engineers to implement UI changes, while reducing overall platform complexity.
Working with the Education Team to build a better and more efficient onboarding process that would help cut down on manual training.

University of Kentucky | Research Assistant
Lexington, KY | Nov 2016 - May 2017

Research project using Flickr images to map facial characteristics by global region
Brainstormed over a dozen ways to visualize data.
Designed and prototyped user-friendly interface to navigate data.

ezDI | User Experience Intern
Louisville, KY | June 2016 - Aug 2016

iOS application for doctors and nurses to access patient data from any iPhone or iPad
Designed logo and branding, mocked up user interface and wireframed user experience.

PROJECTS

UX Student Consultant
Ann Arbor, MI | Sept- Dec 2018

Collaborated as team to research more efficient methods to convert website traffic into potential customers and designed a better data processing system to streamline the communication between our client, BSchool Travel, with their suppliers and customers.

MySpot Application
Ann Arbor, MI | Sept- Dec 2018

Through extensive background research, user testing, and decision iteration, I designed and prototyped an application to allow users to find and reserve parking spots striaght from their phones.

Immigration Lawyer Application
University of Kentucky | Aug 2017 - Dec 2017

As a team, developed a 911-esque android application to contact lawyers around you.

SKILLS

Design
- Persona & Scenario
- Sketching
- Storyboarding
- Typography
- Wireframing
- Prototyping

Research
- A/B Comparative Test
- Affinity Diagram
- Card Sorting Test
- Contextual Inquiry
- Interviews
- Site/App Mapping
- Survey
- Usability Test

Programming
- C++/C
- HTML/CSS
- Javascript
- Python
- Swift
- Bash

Tools
- Adobe Creative Suite
- Draw.io
- Git
- Invision
- Principle
- Sketch
- Sublime Text

Languages
- **English** (Native)
- **Gujurati** (Native)
- **Hindi** (Bilingual)
- **French** (Intermediate)

INTERESTS

- **Exploring** AI driven experiences
- **Designing** user-centric solutions
- **Vibing** to music
- **Travelling** the world
- **Devouring** pizzas by the slice
- **Making** a positive impact