

# Smrithi Srinivasan

(248)-470-9209 (C)  
[smrithisrinivasan47@gmail.com](mailto:smrithisrinivasan47@gmail.com)  
<https://pbworks111.github.io/smrithi-srinivasan-portfolio/>

## WORK EXPERIENCE

### Conversation Designer/AI UX Designer (Remote) — Thomson Reuters — Ann Arbor, MI

SEPTEMBER 2022 - DECEMBER 2023

- Assisted in the creation and updates for chatbot UX design and content
- Created documentation for conversation design flows
- Standardized conversation design and user experience practices for company
- Led initiatives for improvement projects for chatbot

### Junior Solution Designer (Remote) — OneReach.AI — Denver, CO

MAY 2022 - AUGUST 2022

- Identified and updated bugs within chatbot for better user experience
- Created documentation/instructions for chatbot for new members
- Assisted in technical setup for chatbot within OneReach platform

### Remote UX Intern — Nuance Communications — Burlington, MA

MAY 2021 - AUGUST 2021

- Assisted with creating low-fidelity mockups
- Conducted user analysis on Dragon Medical One
- Compiled user analysis into an interactive presentation

### Remote UX Research Intern — Traits A.I — San Diego, CA

JANUARY 2021 - APRIL 2021

- Conducted clickstream analysis to determine user background
- Created survey to understand user painpoints
- Conducted unmoderated interview + usability test on new users'
- Created user personas' based on user demographics
- Implemented UX recommendations on to chatbot system

### U-M Student Project Member — Blom Meadworks (Student Project) — Ann Arbor, MI

SEPTEMBER 2020 - DECEMBER 2020

- Researched user website usage and competitive analysis
- Interviewed users to understand consumer behavior
- Assisted in designing wireframes for the website

## EDUCATION

### Masters in User Experience Research & Design — University of Michigan — Ann Arbor, MI

EXPECTED GRADUATION - APRIL 2022

### Bachelors in Business Administration — Eastern Michigan University — Ypsilanti, MI

GRADUATED - APRIL 2020

- Double majored in Computer Information Systems & Human Resources

## SKILLS

UX Tools- Miro, Figma, Adobe XD, Sketch, InVision, Justinmind and Photoshop (Beginner)

Coding Languages- HTML/CSS, JavaScript, MS SQL (Beginner)

Microsoft Office (Word, Access, Visio, Excel, Powerpoint, Access, Onenote &, Outlook)

Software- SAP and PeopleSoft (Beginner)

Conversational AI Design Tools- ManyChat, Chatfuel, VoiceFlow, PandoraBot, Kore.AI and DialogFlow

## PROJECTS/PORTFOLIO

Satoshi Chatbot:

<https://www.messenger.com/t/SatoshiApp>

Breezy Chatbot:

<https://www.facebook.com/BreezyBeaver>

RecediVision Design:

<https://pbworks111.github.io/smrithi-srinivasan-portfolio/new-recidivism-project.html>

Blom Meadworks Design:

<https://pbworks111.github.io/smrithi-srinivasan-portfolio/new-blom-meadworks.html>

