Smrithi Srinivasan

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Portfolio Link

WORK EXPERIENCE

Junior Customer Consultant (Remote) — *Avaya- Irving, TX*
JANUARY 2024 - JULY 2024- PART OF COMPANY WIDE MASS LAYOFF

- Assisted in creation of chatbot UX design with generative AI
- Worked on data analysis and IVR tuning and provided usability recommendations
- Led initiatives for improvement projects for chatbots

Conversation Designer/AI UX Designer (Remote) — *Thomson Reuters— Ann Arbor, MI*
SEPTEMBER 2022 - DECEMBER 2023-PART OF COMPANY MASS LAYOFF

- 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*
JUNE 2022 - SEPTEMBER 2022- LEFT DUE TO LACK OF JOB ROLE MATCH

- 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- INTERNSHIP ENDED

- 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- INTERNSHIP ENDED

- 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

EDUCATION

Masters in User Experience Research & Design—
University of Michigan— Ann Arbor, MI
GRADUATED - 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)

UX Research- A/B Testing, Interviews, Surveys, Usability Testing, Cognitive Walkthrough, Data Analytics

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, Nuance parseTool, Nuance Tuning Tool (legacy tool for tuning in IVRs)

PROJECTS/PORTFOLIO

Avaya Project:
https://pbworks111.github.io/smrithi-srinivasan-portfolio/avaya-case-study.html
Thomson Reuters Chatbot:
https://www.thomsonreuters.com/en-us/help/triva.html/
RecediVision Design:
https://pbworks111.github.io/smrithi-srinivasan-portfolio/new-recidivism-project.html
Bløm Meadworks Design:
https://pbworks111.github.io/smrithi-srinivasan-portfolio/new-blom-meadworks.html