

VIBHA SUNEEL NAVALE

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EDUCATION

University of Illinois Chicago, IL
Master of Science in Computer Science

Jan 2024 – Dec 2025
GPA: 4.00

RNS Institute of Technology, Bengaluru, India
Bachelor of Engineering in Information Science

2017 – 2021
GPA: 9.08

SKILLS

Research Methods	Mixed Methods Studies, Semi-Structured Interviews, Surveys, Observational Studies
Analysis & Synthesis	Usability Testing, Thematic Analysis, Figma Prototyping
Technical Tools	React, Next.js, Node.js, REST APIs, PostgreSQL, AWS, Docker, Git, Supabase, Postman

EXPERIENCE

Software Engineer
Cimpress

Aug 2021 – Dec 2023
Bengaluru, India / Remote

- Delivered logistics features that saved up to **\$100K annually** by building containerized **Node.js/Express** services and accessible **React/Angular** interfaces informed by customer feedback and support tickets.
- Partnered with product managers and designers to translate pain points into measurable API and UI requirements, documenting acceptance criteria and edge cases for each release.
- Improved user experience by adding targeted caching for high-traffic endpoints, reducing API latency by **40%** (900 ms to 530 ms) and lowering third-party dependency costs.
- Worked with operations, support, and finance to migrate observability from **Sumo Logic** to **New Relic**, cutting monitoring expenses by **75%** and consolidating dashboards for faster incident triage.

Graduate Teaching Assistant, Software Engineering
University of Illinois Chicago

Aug 2024 – Dec 2025
Chicago, IL / On-site

- Guide student teams through semester projects, steering planning, iteration reviews, and user-focused requirements.
- Facilitate coding demos and office hours that connect architecture decisions to end-user impact, helping teams unblock features and maintain usability goals.
- Provide individualized feedback on user stories, technical designs, and demos to strengthen communication between research, design, and engineering roles.

PROJECTS

Tech Support for Older Adults – MS Project (Mixed Methods, OpenCV, FastAPI, OS-ATLAS)

Jan – May 2025

- Conducted a **mixed-methods study** (pre/post surveys, screen recordings, interviews) with older adults to compare **video vs. written tech support**.
- Synthesized findings into requirements for an **automated guide builder** that converts tutorial videos into **step-by-step image flows** using OpenCV and FastAPI.

MindBridge (HCI Research, Usability Testing, Figma, React)

Sep – Dec 2024

- Led **user interviews and usability testing** for a mental-health intake platform, translating insights into **prioritized requirements and accessibility heuristics**.
- Built a **React prototype** capturing proposed flows and interaction patterns, providing implementation guidance for future iterations.

Find Your Roof (React, Next.js, Supabase, TypeScript, Tailwind CSS)

Jan – Apr 2024

- Designed and implemented a **resource discovery platform** for unhoused Chicago residents, aggregating shelter, housing, and job information.
- Led **accessibility reviews and navigation restructuring**, grounding design decisions in insights from community briefings.

PUBLICATIONS

How BYOD Sessions Support Ongoing Digital Engagement in Older Adults

Apr 2025

HCI, Interaction Analysis — Submitted to ACM ASSETS 2025

- Conducted **interaction analysis** of **13 BYOD sessions** with **83 older adults**, examining assistance patterns, spatial formations, and privacy behaviors.
- Co-authored a paper synthesizing findings into **design considerations** for tools supporting independent digital engagement and peer-based support.