Ashok Kumar Rathod

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Portfolio: https://akrathod995.github.io/Portfolio/index.html

Eligible to work in Ireland

EDUCATION

Masters in Interaction and Experience Design (Human Computer Interaction – IX/UX)   2020-2021
University of Limerick, Limerick, Ireland
Award Received: **2:1**
Modules: Foundations of Interactive Media Design, Principles of Interactive Media Design, Applied Interaction Design, Information Society and Human Computer Interaction (HCI), Interactive Media Workshop, Physical Computing, Mobile application and Design

Bachelor of Technology (Computer Science)   2014-2018
St. Martin's Engineering College, JNTU-H, Hyderabad, India
Percentage: **74%**
Modules: Computer Programming, Mathematical Foundations of Computer Science, Java Programming, Cloud Computing, Data Structures, DBMS, Software Engineering, Operating Systems, Information Security, Computer Networks, Design of Algorithms, Web Technologies

SKILLS: *Design Tools:* Adobe XD, Figma, Photoshop, Illustrator, Audacity, Adobe Premier rush, Android Studio
  Languages: HTML, CSS and JavaScript, DBMS, Python, Angular 6 using typescript, C/C++, Java, Progress 4GL
  Competencies: Graphic/Visual Design, Web Design, User Interface Design, Wireframing, Prototyping, User centric design process, UX, UX Design Research, Ethnographic Research, Usability Testing

CAREER EXPERIENCE

Global Product Support Technical Analyst, Accenture (for Meta), *Dublin*   Jan 2022 – Present

- Develop deep knowledge within a complex product group and investigate advertising issues for Meta (formerly Facebook)
- Uncover user needs from regular customer interactions and provide resolutions
- Discern product confusion from bugs, determine solutions, and advise the sales team to accomplish the advertisers' desired outcome
- Communicate issue resolution, technical resolution, workarounds, or product confusion to the sales team and Partner with product support group specialists to determine solutions to advertising bugs and product issues
- Facilitate a high-end customer experience related to support for advertising bugs and own product support areas

Systems Engineer, Infosys Ltd., *India*   Aug 2018 – Aug 2020

- Lead the end-to-end design and development of business applications - Prototyping, Wireframing and Developing Application Screens for clients in *financial services and insurance such as Pan American Life Insurance, VOYA, OceanView and also giants such as Walmart*
- Co-ordinating with customers for requirement gathering and transforming those into user stories and personas for diverse business and IT audiences
- Translated business requirements into products and features to solve a variety of business use cases
- Performing front-end and back-end operations through the software development lifecycle using Agile methodology
- Developed modules for large scale enterprise applications using Open Edge Progress 4GL, C#, .NET, SQL server
- Acted as a critical resource for projects, solving incidents and trained the team to resolve issues
- Collaborated closely with product owners, and development teams to ensure business requirements meet final product specifications

UX DESIGN PROJECTS

Gaming application 'Sweep City' – for Government of Sri Lanka

- Conducted UX research and developed a gaming mobile application to sensitize school children on waste management, as part of a national campaign supported by the Government of Sri Lanka
- Designed the application end-to-end from research to UX design phase using user-centric design process including wireframing, prototyping, design *(using Adobe XD, Figma, Unity Software)* and user testing

Web Application – Beauty Kiosk

- Developed a skin type self-assessment web-application using a user-centered design approach, where customers have an opportunity to identify skin type, and also get recommendations on products

Android Application called 'Lets Feed'

- Conducted UX research and developed a mobile application that providers users an opportunity to donate leftover food to charity homes and also includes a social sharing purpose to mobilize waste
- Tested the mobile application through cognitive walk-throughs and made optimizations basis user feedback

Python-based Application: Surveillance Technology and Crime Detection

- Developed a system to monitor surveillance at homes, offices and detect theft as soon as possible. System uses Raspberry Pi with a camera-based circuit
- Developed a python-based application that easily helps users to find if there is any malware present in the file

Arduino project: Social Digital Communication and Loneliness

- Aimed to aimed to explore the area of digital communication and loneliness through the use of Arduino, Processing and MQTT. The system took inputs, sent messages to another remote system and used messages received to produce outputs

ACTIVITIES & ACHIEVEMENTS

- Performance Award - '*Memento of Appreciation*' from the CEO and Vice President of Infosys McCamish Systems
- Awarded a '*Letter of Appreciation*' and an '*Organizer certificate'* from the Director and Chairperson of the college for organizing events in and across universities
- Awarded '*Certificate Of Excellence'* from the president and Director of Computer Science Department.
- Published a Journal article in *International Journal of Electronics, Electrical and Computational System (IJEECS)*
- Participated at political debating competitions at Model United Nations conferences
- Vice President at Technological Association of Computer Science, St. Martins Engineering College
- Organized University level competitions and events for the Technology Awareness Month