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# ATHIRA PILLAI

USER EXPERIENCE DESIGNER

## EXPERIENCE

### UX DESIGNER

Cigna | Philadelphia, PA | July 2018 - Present

- Design desktop and responsive mobile interfaces
- Create functional prototypes to be tested for usability
- Work with project managers, product owners, other designers, and developers in iterative process

### UX DESIGNER & SECURITY ARCHITECT INTERN

Cigna | Bloomfield, CT | May – Aug 2017

- Created interface mockups for Summer Innovation Project
- Produced "Security Guidelines for UX Designers" infographic
- Established authentication, authorization, and logging security architecture guide for internal employees

### WEB DESIGN INTERN

Matrix Design | Newtown Square, PA | Sep 2015 – June 2016

- Carried out website redesigns of three primary clients
- Uploaded and configured site files to design through WordPress
- Communicated with clients to ensure their needs are met

## PROJECTS

### MYMEDICALJOURNAL

UX Designer: HCIN620 (Interaction Design) | Jan 2020 - Present

- Conducting contextual inquiry and user research to create prototype
- Designing user-friendly and aesthetic application in iterative process

### MEDICARE 2020

Associate UX Designer: Cigna Medicare 2020 | Feb 2020 - Present

- Conducted extensive user research into customers new to Medicare
- Exploring and designing guided Medicare shopping flow

### LOCALHERO APP

Team Lead: IST 413 (Usability Engineering) | Jan – May 2018

- Followed UX design process to create app prototype
- Conducted extensive usability testing for iterative design process

## SKILLS

Sketch  
Adobe Experience Design  
InVision  
InVision Studio  
Adobe Illustrator  
Adobe Dreamweaver  
Principle  
Wireframing  
Usability Testing  
User Research  
Visual Design  
Interface Design  
Agile Methodology  
HTML & CSS  
Fluent in English, Malayalam, &  
(learning) Hindi

## EDUCATION

**Master of Science**  
**HUMAN-COMPUTER INTERACTION**  
Rochester Institute of Technology  
GPA: 4.0  
2019 - 2021

**Bachelor of Science**  
**INFORMATION SCIENCES & TECHNOLOGY**  
**Bachelor of Science**  
**SECURITY & RISK ANALYSIS**  
Pennsylvania State University  
GPA: 3.73 | Dean's List: 8 semesters  
2014 - 2018