

# BHAWNA AGARWAL



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## GOAL

Create simple, intuitive, humane, engaging, and usable experiences for products involving complex technology

## EDUCATION

Fall 2019 - Winter 2021

**University of Michigan, Ann Arbor**  
Master of Science in Information

2015

**Indian Institute of Technology Guwahati**

Bachelor of Design with a Minor in Computer Science and Engineering

## SKILLS AND STRENGTHS

Contextual Inquiry  
Interview protocol design  
User interviews, Affinity analysis  
Sketching  
Storytelling  
Persona/Scenario building  
Storymapping  
Wireframing  
Prototyping  
Visual Design  
Usability testing  
UX writing  
Grasp technical concepts quickly  
Go deep into the problem

## TOOLS

Figma, Sketch, Principle, Invision, Adobe Creative Suite, PowerBI, Python, HTML, CSS, Javascript

## EXPERIENCE

April 2018 - July 2019

### Microsoft / UX Designer

- Product strategy and design for Microsoft's Azure Backup product
- Successfully worked with 10+ product managers over multiple projects to deliver experiences for the existing Azure Backup service
- Owned the design and delivered end to end experiences for Backup Center - a new platform in Azure to manage all Backup related activities - based on new Azure design system, in close collaboration with Azure UX team (across India and US)

June 2016 - December 2017

### Postman: API Development Environment / UX Designer

- Reported directly to the CEO and wore multiple hats as part of a small, tight-knit team spanning across two continents
- Conceptualised and shipped several key experiences for the app, most notable being the new 'Data Editor' - the core component used to manipulate data in Postman
- Actively engaged in customer support through github, twitter, zendesk and blog
- Documented and presented design decisions as part of weekly demo days
- Wrote UX copy and blog posts

Summer 2014

### HCII, Carnegie Mellon University / UX Design Intern

- Worked on supporting synthesis of diverse information sources through crowdsourced outlines
- Performed literature reviews, created mocks and designed experiments on Amazon Mechanical Turk

Summer 2013

### Robert Bosch Engineering and Business Solutions / UX Design Intern

- Delivered high fidelity screens for BODAS-Visual DC Configurator
- Worked on design iterations based on findings of the user testing

## PUBLICATIONS

**Sketch-Play-Learn:** An Augmented Paper Based Environment for Learning the Concepts of Optics | ACM Conference on Creativity and Cognition, Glasgow, 2015

**Tangibot:** Augmenting food printing experience of kids using smart blocks. Australian Computer-Human Interaction Conference, 2014 (presentation)

**CaptuRing:** A Tangible Imaging Tool for Brainstorming | ACM India HCI, 2014