

Nirmal Karthikeyan

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Postgraduate student in Human Computer Interaction seeking internships and graduate roles, looking to make meaningful contributions to designing highly accessible tools and products. Eager to build on my existing experience to deliver innovative products.

Related experience

Dec 2023 - Present

Customer Technology Engineer (Part-time) | Perro, UK |

- Used insights from user research and qualitative data from interviews and focus groups to redesign and code the landing screens and onboarding process to reduce the drop-off rate.
- Identified and plugged gaps in the user experience and improved user experience by optimising interactions and removing unnecessary touchpoints.
- Worked on creating story-based personalised mass email campaigns using Liquid templating in Customer.io resulting in better in-app customer engagement, positive user feedback and increased retention.
- Identified useful data points, leveraged customer interaction in the app and query handling through Segment and MixPanel as a data source for user experience research to build insights into the product roadmap.
- Spearheaded the internalisation of development resources and codebase, explaining complex concepts and implementation details to other stakeholders, often from differing backgrounds to provide a holistic picture of the product from a technical aspect.
- Successfully cost-optimised the deployment of internal resources and customer-facing solutions after extensive audits. Oversaw the transition of in-app purchase platforms from RevenueCat to Adapty after extensive cost/benefit and risk analysis.

Tools/Skills: Qualitative user research, Figma, Segment+Mixpanel, Adapty, Customer.io, Flutter, CI/CD

Nov 2022 - Aug 2023

Designer and Developer (Part-time) | Yellow Club, IN |

- Took the lead in designing and developing the web-based practitioner's tool from scratch for the mental health services startup and delivered a working beta, successfully worked on redesigning key sections of the user application.
- Consolidated relevant design resources and brought the user app design up to date improving user engagement and resulting in better reviews. Designed and developed tools to assist mental health practitioners. Worked with one other designer on user research, UX design and prototyping, and assisted in React-Native development.

Tools/Skills: Figma, Asana, MixPanel, React-Native, React

Additional work experience

Sept 2022 – Apr 2023

Developer | Amrita Vishwa Vidyapeetham, IN |

- Successfully designed and developed web-based self-learning lab modules teaching key Computer Science concepts, as a part of the Virtual Labs project funded by the Ministry of Human Resources and Development (MHRD), India.
- Led a team of developers in delivering 8 experiments covering Object object-oriented programming concepts and 6 covering key Network Security concepts and successfully deployed the developed projects onto the Virtual Labs portal.

Tools/Skills: Vue.JS, Figma, Adobe Illustrator, GitHub CI/CD

Feb 2021 – Sept 2022

Editorial Lead, Student Energy Amrita Chapter |

- Organized a groundbreaking energy tech hackathon at my university, in partnership with Google Developer Student Clubs and the UN-endorsed Student Energy, fostering innovation and collaboration among students to tackle pressing energy challenges.
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Education

2023-2024

MSc in Human-Computer Interaction | Newcastle University, UK |

Relevant modules included: Interaction Design Methods, Systems and Societies, Research Methods in HCI, Technologies for HCI, Human-AI Interaction & Futures, Sustainable HCI.

- Proficient in diverse interface evaluation methods, including expert appraisals and user-centred approaches, ensuring the development of digital technologies that are both usable and engaging, understanding of customer needs and potential pain points, demonstrated by design work around an application allowing consumers to better understand the human and ecological impacts of their shopping.
- Developed a keen eye for qualitative and quantitative user research from interviews, live engagements and focus groups, evidenced by the research that went into designing a physical device to help users detach from the digital world and immerse themselves in nature through gamified, ecology-supporting activities.
- Acquired expertise in critical evaluation of technologies and socio-technical systems, with the ability to apply design ethics and responsible innovation frameworks for addressing complex societal issues.

2019-2023

BTech Computer Science and Engineering |

GPA: 8.73 (First class with distinction)

Amrita Vishwa Vidyapeetham, India |

- Developed proficiency in problem-solving strategies and algorithmic thinking, critical for addressing customer challenges and producing insights from large data sets.
- Developed a deep understanding of application design and development workflows through the design and development of an application that helped collect rich demographic data from impoverished rural regions for a GIS experiment that accounted for technical and user limitations. Errors in data dropped by over 50% in the aftermath.

Achievements

- Mentored a team during the Sage+Newcastle Teens for AI hackathon hosted in March 2024, working with them in the capacity of design and coding mentor. The team came runners-up in the event.
 - Organized and hosted more than 20 workshops that introduced participants to various key topics in Computer Science. One of these workshops, titled 'CSE – a Survival Guide,' has become an annual event, drawing over 200 attendees yearly.
 - Held the following roles in different student organisations of renown:
 - July 2021 – July 2022 Lead, Google Student Developer Clubs |
 - Feb 2020 – Sept 2022 Lead Editor, ASCII Newsletter, School of Computing |
 - Apr 2021 – Sept 2022 Director of Curation, TEDxAmritaVishwaVidyapeetham |
 - Sept 2023 - Sept 2022 Student Advisor, Team Communications, Anokha Techfest I
 - Feb 2022 – Sept 2023 Student Advisor, Founding Member, Idea Innovation Hub |
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Interests

Technology: Enthusiastic about emerging tech; participate in hackathons; interested in extended and alternate usage.

Literature: Writing technology articles and short stories, reading for leisure and researching user behaviour.

Music: Trained singer with 10 years of experience; regularly sung on stage as part of school ensembles, participated in competitions and performed solo at local events.