Neha Dhawan
Researcher | Designer

dhawan@umich.edu | 7348349739
www.nehadhawan.com

WORK EXPERIENCE IN UX

Summer Intern, Google   May '18 - Aug '18
- Streamlined onboarding experience of new users with the Kubernetes documentation by using UX research methods.

UX Research Consultant, Coupa   Jan '18 - Apr '18
- Made recommendations to improve invoicing process of Coupa through need finding and usability evaluation phase.

UX Design Consultant, Cappex   Oct '17 - Dec'17
- Conducted usability studies to identify improvement areas for college search experience in Cappex.
- Developed wireframes and prototyped interface to solve identified problems with their Search experience.

UX Consultant, Life Sciences Institute   Sep '17 - Dec '17
- Made recommendations to the Communications dept. at LSI to automate data massaging and cleaning process for contact information.

OTHER WORK EXPERIENCE

Information Developer, HackerRank   Mar '17 - Jun '17
- Single-handedly created the knowledge base for HackerRank for Work that helps hire engineers for more than 1000 companies.

Technical Writer, Cloudlending Inc   Nov '15 - Apr '16
- Single-handedly created content for context sensitive help, user guides, and release notes for CL Lease.
- Reviewed user interface content for clarity and consistency

Content Manager, CustomFurnish   Jun '15 - Oct '15
- Created content for the blog, marketing, and website after consulting with different stakeholders.
- Collaborated with graphic designers to ideate renders required for the blog, website, and marketing posts.

User Assistance Developer at NetApp   Jun '13 - Jun '15
- Created content in DITA for the online help, user guides, workflow manuals, and release notes.
- Edited and reviewed public reports that communicated updated workarounds to the users for known issues.
- Collaborated with Engineers to rewrite and review user interface labels and error messages to enhance clarity.

EDUCATION

University of Michigan, UMSI 2019
MS in Information (HCI), CGPA 4.00

Christ University
MA in English Lit, *University Topper*

Punjab University
BA in Economics

SKILLS

User Experience Research
Contextual inquiry, Surveys, Heuristic evaluation, Competitive analysis, Affinity wall, Usability tests, Diary studies, Speed dating, Love letter, Breakup letter, Hallway studies, & Focus groups

User Experience Design
Brainstorming, Journey maps, Persona, Scenarios, Sketching, Paper prototyping, Wizard of Oz, & Storyboarding

Tools
Sketch, Illustrator, Photoshop, InDesign, Adobe XD, Balsamiq, InVision, & Dreamweaver

Programming
HTML, CSS, & Basic Python

COURSERA CERTIFICATIONS
Completed 6 courses of the Interaction Design Specialization by UCSD taught by Prof. Scott Klemmer

PROJECT

UX Designer, Ziptrip
Researched on the commuting needs of college students and designed an on-demand carpooling app to make their commute affordable, environment-friendly, and convenient.