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User Experience and Product Designer

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WORK EXPERIENCE

Checkr | *Developer Experience*   Oct 2022 – May 2023

Checkr provides background checks as a service to various recruiting, gig work, and SOC2 partners to integrate and use in their workflow.

Guided Developer Implementation

- Launched a re-imagined developer guide by integrating just enough documentation into actions needed to complete the integration, and validating those actions (API calls, webhooks) as a means to ensure optimal UX and compliance instead of traditional documentation.
- Broke down development tracks into steps and stages, thereby enabling multi-developer collaboration, more accurate work estimation, and progress monitoring for internal teams.
- Enabled screening teams (education, employment, criminal records, motor vehicle records, etc.,) to migrate their APIs and integration process to this new format with workflow and content suggestions, resulting in 50% less integration time and 40% better activation.

11 Health and Technologies | *Alfred app*   Mar 2021 –Aug 2021

11 Health was a startup building peristomal pouching systems with smart sensors to collect data from ostomy patients and use the data in coaching + visualization for better outcomes.

Patient application (iOS/Android)

- Developed flows to connect a new device, show device status, and monitor data being collected in real-time to show visual patterns that highlight any deviations from normal.
- Prototyped and designed an event-based survey (replacing weekly surveys), driving higher engagement due to relevance of questions, brevity, and time needed to complete. New data enabled algorithms to differentiate individual patient and group trends from noise.

Patient coach application (web application)

- HIPAA-compliant web application to let patient coaches see and search patient data, including demographic data, and data collected from the patient app to enable structured conversations with patients over chat or video to check in and share resources.
- Designed an alerting system for real-time events, classified by priority to seamlessly escalate patient cases to nurses or doctors, in compliance with insurance guidelines.

Google | *Nest Partner Engineering*   Jul 2018 – Jan 2021

NPE helps players in the smart home industry integrate with Google Assistant, and provide users with a secure, easy way to interact with devices in their home.

Smart Home Developer Console

- Redesigned the Nest Developer Console to enable developers to sign up, understand device lifecycle, upload assets, build, test, and self-certify integrations, by combining links to documentation, code samples, response validators, and test suites into one comprehensive workflow, helping device manufacturers more easily integrate with Google Assistant.
- Promoted self-service and helped scale the partners 10x, and devices and users 50x.

Dragonglass Design System

- Created assets and interaction patterns for device types, capabilities, and states, so users could interact with them on the newly introduced Nest Hub and Nest Hub Max via touch.
- The design system also carried forward to the Google Home app on iOS and Android.

EDUCATION

Georgia Institute of Technology
Aug 2016 – May 2018

Masters in Human-Computer Interaction

Visvesvaraya Technological University
Aug 2010 – May 2014

Bachelors in Computer Science and Engineering

SKILLS

Core Skills

- Wireframes and wizard-of-oz prototypes
- Customer journey mapping
- Creating user stories
- Design system and UI platform
- Figma, Sketch, and Adobe CC
- HTML, CSS, and JavaScript
- Data visualization and analytics
- Information architectures
- Developer consoles and portal design
- System design and workflows
- Executive and strategy presentations
- Defining and measuring design metrics
- Voice UI and chatbot

Product Thinking

- Aligning product to business OKRs
- Agile methodology, Kanban, and Scrum
- Stakeholder relationship building

Research

- Competitive Analysis
- Interviews
- Usability Testing
- Survey Design

Programming

- Python
- SQL and NoSQL
- JavaScript frameworks
- REST APIs

Other

- DevOps and Infrastructure
- AI and Machine Learning

INITIATIVES

- Top 1% mentor, ADPList
- Leadership Mentor, Georgia Tech