

# Nilpa K. Jhaveri

## Product UX/UI Designer | Architect

nilpa.j@gmail.com • portfolio: jhaverini.github.io • linkedin.com/in/njhaveri

### Education

#### MIT CSAIL xPro Certificate

Human Computer Interaction  
*Computer Science & AI Lab*  
May - June 2020

UX intensive program  
BloomTech (Lambda)  
Full-time 8-mo. UX curriculum  
July 2019 - March 2020

#### Bachelor of Architecture

*College of Architecture &  
Environmental Design*  
Cal Poly, San Luis Obispo

CSU International Programs  
Architecture & Italian  
Full academic year  
Florence, Italy

### Credentials

LEED Accredited Professional  
Licensed Architect, Colorado

### Skills

UX / UI / Interaction design  
Foundational UX research  
UX strategy  
Information architecture Systems  
thinking  
Flow diagramming  
Wireframing & mockups  
Prototyping & transitions  
Presentation  
Accessibility  
Usability testing  
Engineer hand-off  
Project management  
Client interface

### Experience

#### Product Designer (UX/UI) - Consulting

SAN FRANCISCO & SAN CARLOS, CA | SEP. 2019 - PRESENT

- **Iterant:** Strategized on early design for a three-sided circular economy marketplace providing incentives for enterprise-scale B2B reuse of goods in supply chains. Conducted foundational research & validation, laid out information architecture, advised on MVP site, mocked & prototyped critical screens for pitch decks.
- **Vox Pulmini:** Created user flows, mockups, and UI prototypes for mobile app for participants to volunteer audio samples in support of affordable AI-based home healthcare management for children. Emphasized simplicity and intuitive ease-of-use.
- **Key Conservation:** Streamlined a lengthy onboarding flow for a mobile app enabling local biodiversity support through citizen science. Co-created mockups, prototypes, and UI guidelines for app redesign. Proposed tests for validation and phased roll-out of features.
- **HamiltonPay:** Designed high-fidelity, mobile-first, responsive web app screens (marketing & platform) for B2C product demos for a payment tool serving small businesses, using smart contracts and intuitive, minimal form field entries. Adapted a design system based on Tailwind UI. Crafted prototypes to communicate transitions with team. Sole designer working cross-functionally as part of the founding team.
- **SpeakOut:** Simplified the overall website information architecture and content for a Bahraini English language school serving low-income students, to increase usability. Added mobile-first, responsive, simple registration flows to help resolve attendance and payment shortfalls.

#### Senior Project Architect / Project Manager - NELSON Worldwide

SAN FRANCISCO, CA | 2014 - 2019 (FKA WK DESIGN GROUP)

From definition to functional use, designed and led workplace experience projects, specializing in startups and game design studios. Responsible for project management and client/consultant relations. Point-person for QA on all out-going work office-wide, from regulatory approvals to engineer hand-off, focusing on implementation (buildability), fire/safety compliance, accessibility, completeness, and consistency with design systems. Mentored junior staff.

#### Project Architect - HGA Architects & Engineers

SAN FRANCISCO, CA | 2008 - 2014

Conducted stakeholder interviews and met with user groups in sketch sessions to improve on workflows in healthcare environments. Translated feedback into

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### Tools

Figma / Sketch  
Photoshop / Affinity Photo  
Illustrator & InDesign  
HTML & CSS  
Familiar with VS Code  
Familiar with Github  
Miro / Lucidchart / Visio  
SketchUp / 3D Studio VIZ  
AutoCAD & Revit

### Mentions

- Neonatal ICU, Kaiser San Diego<sup>2</sup> covered in “Tiny Miracle Baby Finally Big Enough to Go Home,” CBS News 8 San Diego.
- Diamond Heights Residence<sup>1</sup> mentioned in House Colors, by Susan Hershman.
- Glen Park Remodel<sup>1</sup> mentioned in Big Ideas for Small Spaces, by Sunset Books.
- American Institute of Architects “Small Firms Great Projects” Exhibits: Sea Ranch Residence & Studio<sup>1</sup> and Noe Valley Residence<sup>1</sup>.

### Experience (continued)

designs for iteration, prototyping, and implementation. Helped stakeholders visualize and prioritize planning, scoping, and feasibility of future improvements for projects ranging from clinics to city blocks. Managed office-wide staffing projections, working with other corporate office locations to balance staffing needs. Sustainability Council member for SF office.

#### Architectural Designer - Consultant - 2007-2008

SAN FRANCISCO, CA | 2008 - 2014

Collaborated on laboratory, manufacturing, corporate office, and custom single-family home projects with multiple design firms.

#### Associate Designer - Veverka Architects

SAN FRANCISCO, CA | 2000 - 2007

Identified & advocated for unique needs of end-users of single family homes, multi-unit condos, and small commercial spaces, from concept to execution to functional use. Crafted custom spaces and communicated technical & design specifications across disciplines, under apprenticeship to the principal architect. Arranged office learning sessions and started a green materials library for sharing insights on environmentally-friendly building materials.

#### Junior Designer - Anderson Brule Architects

SAN JOSE, CA | 1999 - 2000

Co-conducted end-user research, focus groups, visioning sessions, and community workshops for foundational groundwork for civic projects. Audited existing conditions and workflows, and identified end-user and stakeholder goals. Analyzed findings and created visual representations on which to base design solutions.

### About Me

Practicing human-centered design for 10+ years for physical and digital interactions, with an emphasis on sustainability and social good. Serial half marathoner (will run for donuts). Healthcare system hacker, penetrating the bureaucracy. Lifelong learner with a passion for physical media: wood, glass, ceramics.

<sup>1</sup> Designer, Veverka Architects

<sup>2</sup> Proj. Designer, HGA Architects & Engineers