

# Kandarp Khandwala

I am a UX researcher who likes to (re)imagine how things should work given real-world constraints, and test hypotheses with users. I go beyond mandates to maximize product impact, with a careful attention to detail.

kandarpksk@gmail.com

(858) 291-2232

[linkedin.com/in/kkhandwala](https://www.linkedin.com/in/kkhandwala)

[www.kandarp.xyz](http://www.kandarp.xyz)

## EXPERIENCE

**MathWorks, Boston — UX Specialist** March 2019 - present

Responsible for research and design on MATLAB, working with 7+ teams and cross-functional partners. Leveraged different methods for tens of features with **flexible turnaround times** (as little as a week) to influence strategy and scope:

- Spearheaded research activities to improve MATLAB's startup experience: Interviewed and surveyed 25+ stakeholders and teams to reveal how they influenced MATLAB startup and identified multiple gaps. Conducted a **mix of moderated and unmoderated usability activities** to study a redesigned startup experience with 70+ users. Uncovered **assumptions that didn't hold true for 60% of users** and evangelized changes across multiple teams. Establishing it as a repeatable process for other UXers to adopt for testing workflows in a scalable manner.
- Performed a heuristic evaluation and **convinced stakeholders** against a redesign by illustrating how it would negatively **affect target personas**, and suggested viable alternatives to explore.
- Designed new code creation workflows to alleviate multiple pain points and **presented vision** to senior stakeholders. Coordinated design efforts across disparate teams, **pushing long-standing projects ahead**.

**Google, Mountain View — UX Research Intern** Summer 2018

Worked to improve the usability of error messages in Flutter:

- **Conducted interviews** to understand how developers write error messages and the considerations (or lack thereof) put into them.
- Examined design principles to apply and prototyped distinctive variations of error messages, **working with multiple teams to ensure feasibility**.
- Compared how the variations affected performance of 120+ users in tasks via an interactive unmoderated survey. The chosen design showed a **55% improvement in readability** and was integrated in the product.

**Adobe, Bangalore — Research Intern** Summer 2014

Visualized users to target when online shopping carts are left unpurchased:

- **Analyzed clickstream data and email interactions** of millions of website visitors to help predict their (A) likelihood to purchase, and (B) propensity to unsubscribe from email campaigns, working with data scientists.
- **Designed and developed visualizations** used in 2 patent applications and well-suited for integration in the product dashboard for marketers.

## SKILLS

(Un)moderated testing

Interviews Surveys

Card sorting Data analysis

Participatory design

Sketching Wireframing

Prototyping UX writing

Language norming

## EDUCATION

**UC San Diego 2015-18**

MS specializing in  
Human-Computer Interaction

*Conducted interaction design lectures for 200+ students, led design studios, and created detailed rubrics*

**IIT Bombay 2011-15**

BTech in Computer Science

*Ranked 13 in India in the IIT Joint Entrance Exam among half a million candidates*

## PUBLICATIONS & PATENTS

**Expanding the design space of learner interactions with screencast videos.**

Kandarp Khandwala, Philip Guo. Learning@Scale 2018

**The impact of “cosmetic” changes on the usability of error messages.**

Tao Dong, Kandarp Khandwala. Extended abstract at CHI 2019

**Predicting unsubsubscription of potential customers.**

Moumita Sinha, Kandarp K. and others. US Patent #10185975