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
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 and research 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 studies

Interviews   Surveys

Card sorting   A/B testing

Participatory design

Sketching   Wireframing

Prototyping   API design

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 unsubscription of potential customers.
Moumita Sinha, K. Khandwala and others. US Patent #10185975