

## Kandarp S. Khandwala

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### Background

UC San Diego • MS specializing in Human-Computer Interaction • 2015-18

IIT Bombay • BTech in Computer Science and Engineering • 2011-15

### Experience

**MathWorks • User Experience Specialist • 2019-present • Natick, MA**

Design and usability test new features in MATLAB Desktop with cross-functional teams

*Prototyping, design patterns, writing standards, card sorting, roles and goals*

**The Design Lab • Advised by Prof. Philip Guo • 2016-18 • La Jolla, CA**

Created scalable user-centered interventions to help people learn and do programming

*Sketching, web prototyping, usability studies, participatory design (co-design)*

**Google • UX Research Intern • Summer 2018 • Mountain View, CA**

Created different visual designs of error messages in Flutter and compared their usability

*Interviews with stakeholders, prototyping, surveys, quantitative analysis*

**Adobe Technology Labs • Research Intern • Summer 2014 • Bangalore, India**

Visualized e-commerce site customers to target when shopping carts are left unpurchased

*Data visualization using D3.js, clickstream analysis*

### Publications and Patents

- [The impact of “cosmetic” changes on the usability of error messages](#)

*Extended abstract published at CHI 2019. Tao Dong & Kandarp Khandwala*

- [Expanding the design space of learner interactions with screencast videos](#)

*Published at Learning@Scale 2018. Kandarp Khandwala & Philip Guo*

- [Predicting unsubscribing of potential customers](#)

*US Patent #10185975. Moumita Sinha, Kandarp Khandwala, Harvineet Singh, DP Tejas*

### Honors and Responsibilities

Ranked 13 in India in the IIT Joint Entrance Exam, 2011 among half a million candidates

Finalist at the Startup UCSD hackathon, 2016 in a team of five: [Live Vibe](#)

Member of the [GradWIC](#) Board, CSE Mentorship and PhD admissions student committees

### Design Teaching and Critique

**Interaction Design (with Prof. Scott Klemmer, Prof. Philip Guo) • 2016-18**

Conducted lectures on [Needfinding](#) and [Mental Models](#) for 150-300 students

Conducted design studios on storyboarding, heuristic evaluation, A/B testing, etc.

**Usability and Information Architecture (with Prof. Mary Boyle) • Summer 2016**

Created detailed design rubrics and provided feedback on personas, graphic layout, etc.

## Selected Projects

- **Conversational agents may improve problem-solving time and don't affect satisfaction:**  
Evaluated the design of a chatbot for augmenting learn-to-code UIs in place of live help
- **Volo:** Prototyped a mobile app-based travel app from inception, along with a business plan and video sketch for launching a crowdfunding campaign
- **Making Marshmallow's Permissions Sweet Again:** Designed a new permission model for Android that prevents misuse of permissions while reducing interruptions to the user