

KETAKI RAO

User Experience Engineer

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EXPERIENCE

Pittsburgh Airport - MHCI Capstone

01/2020 - Present

Product Development · Product Manager

- Designed a solution to help the PIT Airport cope up with increasing no. of passengers & wait times. Found useful by 72% of the tested participants and is being integrated into the PIT Transformed Terminal Modernization Project.
- Involved in the end-to-end UXR process which included observations, interviews, journey mapping, qualitative & quantitative data analysis etc.

EduSense, Future Interfaces Group Lab

01/2020 - Present

Product Development · Research Assistant

- Redesign & development of a data visualizer tool to make debugging pipeline issues easier. Helped identify and solve 3+ issues.
- Human-centered design & development of a teacher facing app for them to view and assess their performance in a classroom.

LiveReach Media

07/2016 - 12/2018

Senior Software Engineer

- Led a team of 3 developers: task distribution, conducted code reviews, code optimization, deployment and integration.
- Created Heatmaps and Path Analysis tools to visualize flow of people in an out-of-home setting scheduled to enter the market in 2019.

Software Engineer

- Developed a dashboard for customers to monitor out-of-home advertisement metrics which led to the onboarding of 2 major clients.
- Redesigned the existing platform which reduced the average onboarding time by 33% enabling the client to focus more on the analytics side.

EDUCATION

Carnegie Mellon University

08/2019-08/2020

MHCI, School of Computer Science, Pittsburgh, PA.

- User-centered Research & Evaluation
- Conversational User Interfaces
- Human AI Interaction
- Data Visualization

MS Ramaiah Institute Of Technology

08/2011-08/2015

B.E. Computer Science, Bangalore, In.

- Engineering Design
- Cloud Computing
- Big Data & IoT
- Machine Learning

I am a UX Engineer with 4 years of industry experience in software development, problem solving & leadership. I design & code for all interfaces including voice agents and mobile. Looking for full-time opportunities starting Aug 2020.

Software Skills

Javascript, HTML5/CSS3, Sass, React, Express, Node, AngularJs, D3js, eCharts, Nginx, Apache, MySQL, Python.

Research/Strategy Skills

Ideation, Contextual Inquiry, Rapid Prototyping, User Testing, Speed Dating, Product Management, Accessibility, Written & spoken communication.

Design Skills

Figma, Illustrator, Photoshop, InDesign, After Effects, ProtoPie, Dialogflow.

Recognition

ReHack, Princeton

Winners for the most Original Design Idea - Slanguage.

Sequoia Hack

Best use of Amazon Alexa for smart wearables.

SAP Lumira Challenge

First place at a national level data visualization challenge.

Aspirations 2020

College champions at a competitive coding contest by Infosys.