

PAPPU KAR

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EDUCATION

GEORGIA STATE UNIVERSITY

Bachelor of Arts

Major in Game Design

Relevant Coursework: Cross-media design, Digital Photography, Project Studio Design

Atlanta, GA

Expected May 2023

GEORGIA PERIMETER COLLEGE

Associate of Science

Major in Computer Science

Relevant Coursework: Data Structures, System-Level Programming, Computer Organization

Dunwoody, GA

Aug 2017 - May 2020

PROJECT

BACKSTORE PRO | Mobile App – Link to Case Study

Aug 2022 – Dec 2022

- Planned and conducted a study of relevant user requirements, incorporating data from case studies, personal interviews, and surveys
- Identified a clear set of problem statements inspired by user research as a guide for the overall project development
- Studied user analytics, constructively targeting and implementing required application components
- Recorded user feedback drawn from wireframe prototyping, incorporating the learned data into the project through iterative design

SHADOW | Mobile App – Link to Case Study

Jan 2022 – Apr 2022

- Engaged in the initial prototyping process by conducting independent research on established case studies and drawing observations
- Established storyboards to brainstorm ideas and created a timeline to organize project objectives
- Designed prototypes in iterations using Figma to reflect continuous updates
- Built mockups and high-fidelity prototypes after integrating research insights with designs, translated mockups into reusable components within a Figma design system
- Gathered user data through methods such as analytics reporting, task analysis and participatory design techniques, and utilized that data to drive design decisions

WORK EXPERIENCE

WALMART

Digital Personal Shopper

Chamblee, GA

Sep 2022 – Present

- Picked quality and proper items for more than 200 orders per day
- Helped customers by recognizing needs, choosing products that meet those needs, and resolving customer concerns and issues, while maintaining the company's standards of service
- Maintained close collaboration with store departments to ensure efficient service delivery

PUBLIX

Customer Service Representative

Tucker, GA

Feb 2016 – Dec 2021

- Accommodated more than 100 customers in sending and receiving money through Western Union
- Delivered premier customer service by greeting and helping 200+ customers daily
- Executed 300+ product and service transactions daily using the Point-of-Sale system and other service registers
- Supplied excellent customer service and encouraged customers to purchase tickets for a chance to win up to \$500

SKILLS

Technical Skills: Figma, Adobe Creative Suite (XD, Photoshop), Wireframing and Prototyping, CSS, HTML, Microsoft Office, User Experience Design, Responsive Web Design, Information Architecture, Interaction Design, Usability Testing, UX Research, User Flows, Design Theory, Site Maps

Languages: Fluent in Bengali, English; Conversational Proficiency in Hindi

Certifications & Training: Google UX Design Professional Certificate (in progress)