

# PAPPU KAR

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## EDUCATION

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### GEORGIA STATE UNIVERSITY

Bachelor of Arts

Major in Game Design

Relevant Coursework: Writing and Previsualization for Games, Game Design II, Digital Photography, Two-Dimensional Design, Social Media Entertainment Industry, Media Entrepreneurship

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

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### SHADOW | Mobile App – Link to Case Study

Jan 2021 – 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
- Implemented different visual elements to capture defined project ideas and overall goals
- Designed, built, and tested interactive prototypes to iterate and evolve design concepts of the project
- Gathered user data through methods such as analytics reporting, task analysis and participatory design techniques, and utilized that data to drive design decisions
- Monitored and conducted usability tests on designs to test user interfaces

## WORK EXPERIENCE

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### 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
- Provided excellent customer service and encouraged customers to purchase tickets for a chance to win up to \$500
- Recognized and managed security risks and thefts effectively
- Demonstrated flexibility by working additional shifts in customer service or in other departments
- Showed efficiency by completing the transactions in a fast manner
- Effectively opened and closed the store and completed all paperwork precisely
- Loaned to the appropriate register as required and deposited into a bank in accordance with company policies
- Accepted payment from customers and made changes as necessary during the transaction
- Resolved client issues and took corrective action in a timely manner

## SKILLS

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**Technical Skills:** Figma, Adobe Creative Suite (Adobe XD, Photoshop, Bridge), Wireframing and Prototyping, User Interface, Front-End Development, Design Thinking, User Experience, Process Flow, Responsive Web Design, HTML, CSS, Visual Design, Information Architecture, User Research, User Flows, Interaction Design

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

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