Monica Kawade

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EXPERIENCE

Kibo Software, *User Experience Designer*

DEC 2021 - PRESENT | REMOTE (SAN JOSE, CA)

- Led the design for a customer journey dashboard, and a subscriptions feature part of a $1.06M ARR deal.
- Qualitative user interviews and usability testing to define product strategy and improve designs.
- Quantitative research using Pendo to inform product direction.
- Frequent communication and collaboration with devs about technical workflows, design feasibility, and constraints.
- Continuously made improvements to the design system.

Freelance, *Product Designer*

NOV 2020 - NOV 2021

Sole designer for eSports gaming platform and a virtual yearbook website.

- Transformed client requirements to usable visual experiences, delivering 150+ total screens.
- Built a design system from scratch for colors, fonts, components.

PugMarker Creative Solutions, *UX Design Intern*

AUG 2020 - OCT 2020 | PUNE, IN

- Designed a startup pitch experience app with a focus on increasing user engagement and retention. Developed gamification features like levels, badges and points systems.
- Conducted brainstorming sessions, identified acquisition points, created user flows, journey maps, wireframes, and prototypes.

Symantec, *Software Quality Assurance Intern*

JUL 2019 - DEC 2019 | PUNE, IN

- Developed and debugged 147 automation test cases (using Robot Framework, Selenium2, and Jenkins automation tool) on Symantec Messaging Gateway (SMG).
- Reported 3 bugs, 1 a critical error during software upgrades.

CERTIFICATIONS

Georgia Institute of Technology *Introduction to User Experience Design*

COURSERA | AUG 2020

Interaction Design Foundation *Conducting Usability Testing*

IDF | JUL 2021

EDUCATION

Carnegie Mellon University

Master of Human-Computer Interaction (MHCI)
AUG 2023 - | PITTSBURGH, PA

Vishwakarma Institute of Technology

Bachelor of Technology, Computer Engineering (3.9 GPA)
AUG 2016 - MAY 2020 | PUNE, IN

SKILLS

Ideation & Workflows	User research
Product and systems thinking	Usability testing
Problem-solving	Design systems
Interaction design	C, C++, Java
Visual design	HTML & CSS
Wireframing	AngularJS
Prototyping	Cloud
	Technologies

TOOLS

Figma	Whimsical
Sketch	Miro
Adobe XD	Hotjar
Invision	Jira
Marvel	Webflow
Adobe Suite	Squarespace
Pendo	GCP, AWS

VOLUNTEERING

TEDx

MAR 2018 - NOV 2019

Led a team of talk curators to help speakers develop their talk ideas for two editions of the TEDx event.

LANGUAGES

English, Hindi, Marathi