

# Niharika Dalal

UX DESIGNER

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## EXPERIENCE

### Clairvoyant AI / UX Designer

AUG '21 - PRESENT

- Working on 4 projects for a client in the education industry, related to submission, reviewing and awarding of scholarship applications, and evaluation of transfer credits for students.
- Positive impact after release of the Transfer Credits Evaluation project – users were able to complete 1.7x more evaluations than before.
- Independently created user journeys, lo-fidelity and hi-fidelity wireframes and prototypes in Figma while working closely with different product owners. Involved in ideation of new features and design QA.
- Worked in cross-cultural and cross-functional teams which followed an Agile (SCRUM) approach.
- Worked with another client in the insurance industry to redesign a tool to make it functionally efficient & visually intuitive.
- Built a design system to set the typography, colors and components.

### Clairvoyant AI / Front-end Engineer

JUN '20 - AUG '21

- Developed the user interface for an internal tool for a client in the financial tech industry using ReactJS for viewing reports and transactions.
- Worked in a cross-cultural team and followed agile practices (SCRUM) for well-ordered project management.

## PERSONAL PROJECTS

### FemHealth / Platform for Women to get access to Health Resources FIGMA

- FemHealth provides women with access to blog articles related to women's health. They can also anonymously ask questions in a forum which can only be answered by verified doctors, promoting reliability.
- Conducted user research and created personas and information architecture. Designed low-fidelity wireframes and high-fidelity prototypes for the mobile app, and tablet and desktop views for the responsive website.

### Swift Bikes / Online solution to buying Custom Bikes ADOBE XD

- Swift Bikes is an online platform where users can customize bikes for work or leisure purposes before buying. Selecting specific bike parts from a variety gives them control over the kind of bike they can have. Users could also take a quiz to help them get bike recommendations based on their responses.
- Designed personas, created a sitemap/information architecture, wireframes and prototypes for a responsive website for desktop and mobile devices.

### Svaasthya / Support Chatbot for a Hospital in India FIGMA

- Svaasthya is a chat bot for an Indian hospital to help users with hospital related questions and services. The bot can assist in making medical emergency calls, booking appointments online and avoiding long wait times on phones and at the hospital which can mitigate stress and save time.
- Designed the user experience, personas, low fidelity wireframes and high fidelity prototypes for the mobile app.

## SKILLS

Figma  
Adobe XD  
Invision  
Balsamiq  
Photoshop

Product design  
UX design  
Interaction design  
Userflow creation  
Persona creation  
Wireframing  
Prototyping

ReactJS  
Javascript  
HTML/CSS

## EDUCATION

### Google UX Design Certificate

Coursera (Online)  
APR '21 - NOV '21

Empathizing with users, defining their pain points, ideating design solutions, creating wireframes and prototypes, and conducting usability studies for feedback.

### Rochester Institute of Technology

New York, USA  
MS in Software Engineering  
AUG '17 - MAY '20

### Narsee Monjee Institute of Management Studies

Mumbai, India  
B Tech in Computer Engineering  
JUL '13 - MAY '17