

Nikhila Nyapathy

Product Designer and Researcher

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EDUCATION

Georgia Institute of Technology

M.S, Human Computer Interaction

GPA: 4.0/4.0

SRM University

B. Tech Computer Science &

Engineering

CGPA: 9.45/10

University of Wisconsin Madison

Visiting International Student

Program

GPA: 3.66/4

SKILLS

Design

Prototyping
Wireframing
Sketching
Data visualization
Interaction design
Visual design
Information
Architecture

Research

Usability testing
Personas
Affinity diagram
Surveys
Interviews
Card sorting
Heuristic evaluation

Tools

Sketch
InVision
Figma
Axure
Balsamiq

Coding

JavaScript
HTML
CSS
Unity
D3.js

EXPERIENCE

Digital Federal Credit Union – User Experience Specialist

May 2020 - present

As the first UX hire for DCU, I lead the design and research efforts for all of DCU's product offerings

- Leading the redesign of the consumer and mortgage lending experience for members and prospects
- Developing the information architecture for education content based on data-driven insights and metrics
- Building design processes and frameworks, and evangelizing for UX across the company through storytelling & collaborative workshops
- Consulting for various development teams and producing detailed functional prototypes based on business requirements & user needs

Toast – Product Designer

Aug 2019 – April 2020

Designing the user experience for Toast's core point of sale and kitchen display screen

- Shaped product roadmap and strategy by conducting discovery research with users to understand their feature needs
- Influenced product decisions based on user research insights
- Increased impact on sales by unblocking deals through designing key features of the core products
- Streamlined and optimized the design process by combining research efforts across multiple features
- Brainstormed and designed sketches, wireframes and prototypes
- Conducted internal reviews of designs with UX and product teams
- Performed usability testing with users and incorporated feedback received by iterating on designs
- Conveyed and presented findings and designs to stakeholders across the product team
- Collaborated closely with product managers and engineering leads throughout the user-centered design process

ADP – UX Design Intern

May 2018 – Aug 2018

Designing an innovative experience for payroll processing through an iterative user-centered design process

- Defined design decisions by analyzing insights from user research sessions
- Designed complex interactions for high fidelity prototypes
- Contributed to the design system by creating components with specifications
- Supported research team efforts by moderating usability sessions and engaging in collaborative note-taking, and formulating a card-sort for evaluating the information architecture

SAP Labs India – UX Engineer

July 2014 – June 2017

Enhanced the user experience by building a scalable and reusable UI to unify the interface across internal tools

- Led a cross-functional engineering effort to unify the user experience across internal tools
- Worked with UX designers, product owners, architects and software leads in an agile environment following scrum methodologies
- Iteratively improved the user interface through feedback received from usability testing