Nimisha Karnatak

Research Fellow at Microsoft Research

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UX Research | Qualitative Research | ICT4D | HCI

EDUCATION

- **International Institute of Information Technology, Bangalore** — July 2019 - June 2021
  Master of Science in Digital Society, Specialization: Data Intensive Digital Design — **CGPA:** *3.72/4.0*
  - Dean's Merit List of IIIT-B
- **G.B. Pant University of Agriculture & Technology, Pantnagar** — Sep 2014 - June 2018
  Bachelor of Technology in Industrial and Production Engineering — **CGPA:** *8.093/10.0*
  - Vice Chancellor's Silver Medalist of the batch 2014 - 18
  - Toppers merit scholarship throughout the B.Tech program

WORK EXPERIENCE

- **Microsoft Research India** — Bangalore, India
  Research Fellow | ***Advisors:*** *Dr. Mohit Jain, Dr. Bill Thies, Dr. Indrani Medhi Thies* — *July 2021 - Present*
  - **Project 1**: Understanding the ecosystem of BP management in low resource communities of India
    * Conducted and analysed 21 qualitative interviews in collaboration with Global Health Access, MSR, Redmond. First-author paper under submission in journal TOCHI
  - **Project 2**: Understanding the technology mediated interaction of phlebotomists in India
    * Identified and recruited stakeholders of the phlebotomist's ecosystem. Conducted and analyzed 26 qualitative interviews including 3 observation study. First-author paper submitted to CHI 2023
- **Alpine College Of Management and Technology** — Dehradun, India
  Teaching Faculty — *July 2018 - July 2019*
  - Worked as a Teaching faculty of mechanical engineering in the mechanical engineering department

FUNDED ACADEMIC RESEARCH

- **Indian Institute of Technology Roorkee** — June 2020 - July 2020
  User Experience Research Intern | ***Advisor:*** *Prof. Saptarshi Kolay (IIT-R)*
  - **Project**: Evaluation of urban space from the perception of the elderly to build an **inclusive** neighbourhood
  - **Responsibilities**: Created personas, scenarios; designed survey for the user study containing a total of 65 questions and analyzed the qualitative and quantitative data to design ideas for the active aging of the elderly
- **International Labour Organisation (ILO)** — Sep 2019 - June 2020
  Qualitative Research Assistant | ***Advisor:*** *Dr. Uma Rani (Senior Economist, ILO), Prof. Preeti Mudliar (IIIT-B)*
  - **Project**: Exploring the experiences of women working in the AI domain in India and understand the ethical aspects of AI from the perspective of women.
  - **Responsibilities**: Recruited Indian female engineers working in the field of AI as participants through LinkedIn and snowball sampling methodology; designed questionnaires and conducted 24 qualitative interviews (avg time per interview = 120 mins).
- **Digital Identity Research Initiative at Indian School Of Business and IIIT-B** — Jan 2020 - June 2020
  Research Intern | ***Advisor:*** *Prof. Bidisha Chaudhuri (IIIT-B)*
  - **Project**: Exploring the implication of Aadhar failure and consequential exclusion.
  - **Responsibilities**: Performed statistical analysis and generated info-graphics of the qualitative study conducted in South India using MS Excel; Documented literature highlighting the biases of biometric technology and Aadhar

PUBLICATIONS

- **Understanding the Technology-Mediated Home Phlebotomy Ecosystem in India**: Under review at the ACM CHI Conference on Human Factors in Computing Systems
- **"Is it even giving the correct reading or not?": How Trust and Relationships Mediate Chronic Disease Management in India**: Under review at the Transactions on Human-Computer Interactions (TOCHI)

ACADEMIC ACHIVEMENTS

- One amongst the top 65 students out of over 15000 applicants across India to get selected as a **SPARK summer Intern, 2020** of Indian Institute of Technology, Roorkee (**IIT-R**)
- Won the **'Best Presentation Award'** for my internship work at the SPARK Internship Program of the Indian Institute Of Technology, Roorkee (**IIT-R**) Certificate Of Appreciation by IIT-R and SPARK

ACADEMIC PROJECTS

- **User research to make mobile payment applications accessible for the visually challenged**: Developed low-fidelity prototype (Braille inscribed on cardboard simulating mobile phone screens) and high-fidelity prototype (by deploying Adobe XD) using design concepts from usability testing
- **Virtual internship in Product Management**: Performed strategic evaluation of the Microsoft product 'Workplace Analytics' on the grounds of software product management and put forth recommendation for the product
- **High-fidelity prototype of a virtual classroom application using Adobe XD**: Aalyzed the impact of emergency remote clearning during the COVID-19 among the students of IIIT-B using data collected through quantitative and qualitative research

SKILLS / TECHNOLOGIES

- **Human Computer Interaction**: User Study, Focus Groups, Prototyping, Wire framing, Design Thinking, Accessibility, Inclusive design, Personas, Scenarios, Storyboards, Dairy study, Survey Design and Sampling, Stakeholder/user interviews
- **Research skills**: Qualitative Research and Quantitative Research, Data Collection and Analysis, Report Writing, Literature Research, Participant Observation, Ethnographic research
- **Data Analysis skills**: SQL, MS Office, Microsoft Excel, Advanced Statistics, Tableau