# Nishal Nandigam
## UX Designer

nishal.design
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## Summary

Design professional who has expertise in solving problems through user-centered design. With a background in Computer Science, champions solutions that are both usable and feasible. Excels at architecting scalable design frameworks to solve over-arching problems.

## Experience

### Amazon
**Senior UX Designer**

Seattle, WA
Jun 2017 - Present

Product strategy and design for Amazon's customer service experiences.

- Designer for Amazon's Customer Service tool for associates. Owned reimagining the tool from a retail-specific tool to an Amazon-wide platform that enables other businesses to host their customer service tools for associates to use. Responsible for developing global navigation, defining ownership, migration paths, scalable patterns, and UX documentation.

- Crafted the long term vision for Amazon Customer self-service. Explored concepts, mocked up and tested designs, developed the narrative, and pitched to VP leadership to align the Customer Service org on their current self-service North Star vision.

- Lead designer for Amazon's Customer Service Chatbot. Facilitated design sprints, group ideation, and analysis to inform the future vision of the product. Defined and designed the desktop version of the chatbot. Tested, designed, and launched the chatbot in the Japan and German marketplaces.

### Oneself
**Head of Design**

Seattle, WA
Oct 2020 - Present

Led design and creative thinking for a non-profit startup enabling peer-2-peer support in the preventative mental health space.

- Designed and launched a matchmaking iOS app in the App Store that helps provide peer support to those looking to discuss mental health topics. Hired and partnered with React developers to build out the app.

- Fellow in the What If...? Ventures Accelerator program. Led pitch deck and narrative creation for pitching to venture capitalists.

### Good Tree Capital
**UX Designer**

Seattle, WA
May 2018 - Jul 2019

Led design and creative thinking for a lending start-up focused on providing unbiased lending decisions to distribute funds equitably.

- Designed the logo, branding, and UI component libraries for the company's web prensence. Designed new application process and dashboard experiece for investors and borrowers to get visibility on their investment or loan. Hired and supervised a UX Research contractor to conduct generative studies about our users.

### Amazon
**UX Design Intern**

Seattle, WA
May 2016 - Jul 2016

Design strategy for Amazon's post-purchase customer experience.

- Redesigned and validated the experience where customers can track the progress of their shipment. Awarded a U.S. Design Patent for the ornamental design of this tracker.

## Education

### University of Michigan

Bachelor's of Science in Information, User Experience Design Path
Minor in Computer Science Engineering

Ann Arbor, MI
Sep 2013 - Apr 2017

## Skills

| Interaction Design | Prototyping | Visual Design | Web Design |
| --- | --- | --- | --- |
| Figma | Protopie | Illustrator | HTML |
| Sketch | After Effects | Photoshop | CSS |
| XD | Invision Studio | | Javascript |