

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 at the system-level.

Experience

<div><div>Amazon</div><div>UX Designer II</div><div>Seattle, WA</div><div>July 2019 - Present</div></div>	<div>Product strategy and design for Amazon’s customer service experiences.</div> <div><ul style="list-style-type: none">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.</div>
<div><div>UX Designer I</div><div>Seattle, WA</div><div>Jun 2017 - July 2019</div></div>	<div>Project strategy an design for various Amazon customer service experiences.</div> <div><ul style="list-style-type: none">Designed an intuitive mobile experience where customers can receive technical support for their hardware orders. Validated through guerilla-style customer intercepts.Redesigned the visuals and architecture of the Device and Digital Help gateway page to improve the discoverability of common problems and handle scalability issues due to the growing number of Amazon devices and digital services.</div>
<div><div>UX Design Intern</div><div>Seattle, WA</div><div>May 2016 - Jul 2016</div></div>	<div>Design strategy for Amazon’s post-purchase customer experience.</div> <div><ul style="list-style-type: none">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.</div>
<div><div>Amway</div><div>Quality Assurance Intern</div><div>Grand Rapids, MI</div><div>May 2015 - Aug 2015</div></div>	<div>Software testing for Amway Business Owner web experiences.</div> <div><ul style="list-style-type: none">Coordinated with developers and business partners to design and execute test cases to ensure usability of Amway web applications. Provided wireframes on how to improve the design of these experiences.</div>

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

<div>Interaction Design</div> <div>Figma</div> <div>Sketch</div> <div>XD</div>	<div>Prototyping</div> <div>Protopie</div> <div>After Effects</div> <div>Invision Studio</div>	<div>Visual Design</div> <div>Illustrator</div> <div>Photoshop</div>	<div>Web Design</div> <div>HTML</div> <div>CSS</div> <div>Javascript</div>
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