#### UX Designer & Researcher

#### www.pragati-singh.com

#### **EDUCATION**

**Pragati Singh** 

**Georgia Tech,** US, Aug' 18 - May' 20 M.S Human-computer Interaction, Digital Media, GPA 3.82

**Birla Institute of Technology,** IN, Jun'10 - Jun' 14 B.E Electrical & Electronics

#### **EXPERIENCE**

**UX Designer** — Digital Integrative Liberal Arts Center, Jan' 19 – May' 20

- Designed a digital archive for integration years in Coffee County. Collected requirements from the client, created mockups, visual language and developed a functional prototype using HTML/CSS/JS.
- Conducted usability study and redesigned the Digital Library of Korean
  Culture. The design improved content discovery and the SUS score by 50%.
- Designed and coded the website for yearly lecture series on ethics and technological futures. Created visual assets, design specs for consistency.

#### **UX Designer – FOCUS Brand's Power BI Chatbot,** Aug' 19 – Dec' 20

 Designed Power BI chatbot for the FOCUS Brand's users to enable data-driven decision. Interviewed employees, studied JIRA reports.
 Prototyped UX for the bot and conversation flow. Achieved 0.87 SUS score.

# UX & Visual Designer - Freelancer, Feb' 17 - Jun' 18

 Rebranded website for Excellion Technologies and established design guidelines for consistency, created design specs for the developers.

# **UX Consultant** — **PricewaterhouseCoopers Ltd,** Apr' 15 – Jan' 17

 Organised focus groups, design sprints, studied product fitment with PMs and the client for a Legal Records Dashboard. Increased traceability into business workflow and currently is in use at 40 plants across India.

#### **PROJECTS**

#### **UX Designer & Researcher — Handl App,** Aug' 19 – Dec' 19

Designed a mobile app for quicker swapping of contact information.
 Rapid prototyped with 3 developers and conducted guerilla testing.
 Reduced the time taken to swap contact by 50%.

# CONTACT

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# **DESIGN SKILLS**

Interaction Design, Experience Design, Wireframing, Sketching, Prototyping, Journey Maps, Visual Design, Illustrations, Mockups, Info-visualization

# **TOOLS**

Adobe XD, Balsamiq, Illustrator, InVision, Figma, Sketch, Photoshop, HTML/CSS/JS, Angular JS, D3.js

#### **RESEARCH SKILLS**

Interviews, Contextual inquiry, Cognitive walkthrough, Guerilla Testing, Comparative analysis, Affinity Mapping, Cultural probe, Usability Studies, Heuristic Evaluation

# AWARDS & PUBLICATIONS

Won Convergence Innovation Competition for Handl, organized by **Institute for People and Technology** at Georgia Tech

Bringing Shades of Feminism to Human-Centred Computing, CHI'19

Fashioning a Response to the Ever-Present Gaze of the Smart City, **4S'19**