

Experience

- Amount Inc · Senior Product Designer** · 2.5 yrs · Oct '20 – Present, Chicago
- Shipped Brand Library app for SaaS platform to enable program managers customise the look & feel of their financial product offerings. Spearheaded sprints to set up product’s communication guidelines, anti-guidelines, proactive user help & documentation system.
 - Redesigned lending operations module with a SUS of ~ 88 compared to the old experience, which measured below 65. Conducted rigorous shadowing sessions to understand lending operations, pain points, user behaviour and needs.
 - Designed and shipped credit policy configuration app for the banking suite that helped eliminate ~ 170 hours of dev, qa and product support work per month.
 - Shipped personal loan experience with significantly improved application journey, KYC and ID verification, reducing drop-offs by 33% and increasing the number of completed applications and approved loans.
 - Shipped originations & servicing modules of lending suite which were launched for TD Bank, Barclays and Capital One helping them significantly reduce cost per account and applications. Conducted interviews with BPO specialists, Fraud & Debt Experts and led design sprints with engineering leads, product owners and process experts in order to inform the design.
 - Shipped income verification experience for bank agents that reduced the data entry and review time by 75%, thus reducing BPO cost and number of declined applications.
 - Identified opportunities to present operations teams with actionable information upfront and increase visibility across different work streams. The solution increased agent productivity across different modules of the banking suite by 25-30%.
 - Designed conversation experience between merchant, bank and BPO for dispute resolution. The solution reduced the dispute resolution time by 66%.
- Stride Consulting · Product Designer** · 1/3 yrs · Jun '20 – Oct '20, NYC
- Designed and shipped booking experience for individual and group gaming sessions for Belong US Gaming Arenas. Shipped experience for uninterrupted gaming sessions that allowed gamers to extend their sessions in one click. Collaborated directly with Vindex’s CTO, Belong US Investors team, Belong UK marketing team to understand the gaming sector and inform the designs.
- PwC · User Experience Designer** · 02 yrs · Apr '15 – Jan '17, Bombay
- Designed a Legal Records Dashboard for a Swiss company that improved visibility into the business workflows, reduced record retrieval time, and is currently used at 40 plants across India. Spearheaded focus groups, conducted workshops with the IT heads, process consultants and SMEs

Academic Projects

- Digital Integrative Liberal Arts Center · UX Designer** · 02 yrs · Aug '18 – May '20, Atlanta
- Designed and shipped digital archive of integration years in Douglas, Georgia. Collaborated with historians, researchers, organised critique sessions to do justice to digital storytelling.

Education

- M.S in Human-centered Design · Georgia Tech** · 02 yrs · Aug '18 – May '20, Atlanta
- B.E in Electrical & Electronics · Birla Institute of Technology** · 04 yrs · Aug '10 – May '14, India

Skills

Design & Research Skills	Tools & Softwares
Rapid Prototyping · Experience & Interaction Design · Info-viz	Figma
Product Illustration · Cognitive-walkthroughs · Contextual-inquiry	Adobe Suite
Guerrilla Testing · Design Sprints · Service Blueprinting	Usertesting.com
Unmoderated & Moderated testing	HTML · CSS · JavaScript