

## Experience

### Amount Inc · Senior Product Designer · 3 yrs · Oct '20 – Present, Chicago

- Shipped Testing Suite and Sandbox tailored for lenders, cutting annual testing costs by **\$ 1/2 million** and significantly shortened testing timelines from **60 days to just 15 days**. Collaborated closely with engineering team and product managers to grasp technical constraints, system architecture, establish a common vision of user and business value, and define our lean product.
- Shipped visual email editor for credit unions to help them to efficiently manage their customer email communication, slashing coding-related expenses and fostered self-sufficiency among credit unions.
- Revamped lending operations module, achieving a remarkable **SUS score of ~88**, a significant improvement over the previous score of below 50. Conducted intensive user studies to gain deep insights into lending operations, user pain points, behaviours, and requirements.
- Shipped personal loan journey, optimizing application flow, KYC, and ID verification. **Achieved a 33% drop-off reduction**, driving higher 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 solution for bank agents that reduced data entry and **review time by 75%**, and reduced BPO cost and number of declined applications.
- 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

- Delivered seamless both desktop and web booking experience for Belong US Gaming Arenas. Streamlined the process for uninterrupted gaming, including one-click session extensions. Collaborated closely with Vindex's CTO, Belong US Investors team, and Belong UK marketing team to align business needs with user needs.

### PwC · User Experience Designer · 02 yrs · Apr '15 – Jan '17, Bombay

- Designed Records Management System for a Swiss firm, enhancing workflow visibility and **slashing record retrieval times by 99.98%**. Led large focus groups and workshops with IT leaders, process consultants, and subject matter experts of 40 plants to inform the solution.

## 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.

## Skills

### Design & Research Skills

Rapid Prototyping · Experience & Interaction Design · Info-viz  
Product Illustration · Cognitive-walkthroughs · Contextual-inquiry  
Guerrilla Testing · Design Sprints · Service Blueprinting  
Unmoderated & Moderated testing

### Tools & Softwares

Figma  
Adobe Suite  
Usertesting.com  
HTML · CSS · JavaScript

## Education

### M.S in Human-centered Design · Georgia Tech

### B.E in Electrical & Electronics · Birla Institute of Technology