

Ravi Jangir

[ravijangir-work.github.io](https://github.com/ravijangir-work)

Product designer with 2+ years of experience crafting delightful and intuitive digital experiences, backed by a strong foundation in mixed-research methods

+1 312 785 3252

rjangir@iu.edu

EDUCATION

Indiana University, Bloomington, Indiana, USA

August 2023 – Present

Master of Science (MS) in Human Computer Interaction and Design | **4.00/4.00**

Indian Institute of Technology (IIT) Bombay, Mumbai, India

July 2018 – May 2022

Bachelor of Technology (B.Tech.) in Chemical Engineering | **7.84/10.00**, Minor in IDC School of Design | **8.80/10.00**

WORK EXPERIENCES

Rubrik, Palo Alto – *UX Research Intern*

June 2024 – August 2024

- Led user research to evaluate UX and usefulness of Ruby GenAI's beta feature for generating Help Center summaries. ↗
- Conducted 5-day diary studies with 6 participants, gathering 17 responses on their interactions with Ruby, followed by in-depth interviews to ask follow up questions on collected responses.
- Coded & analyzed qualitative data using Dovetail, identified **6 pain points** & proposed impactful design enhancements focused on **transparency, explainability, & personalization**.
- Discovered **4 new use cases** where Ruby AI can be integrated influencing product strategy for the next 2 quarters.

Postman, Bengaluru – *Product Designer*

July 2022 – July 2023

- Spearheaded the design of a new assistive API authorization experience, making the process of sending API requests easier and faster. User testing with 9 participants **resulted in a 21.2% reduction in failed requests**. ↗
- Strategized and designed a system to deliver monthly performance insights and quality improvement suggestions to API producers, **resulting in a 5.2% increase in API Forks**. ↗
- Revamped the public API network by collaborating with Product Managers and Data Analysts to show more engaging content using Machine Learning (ML) models, resulting in a **29.1% boost in the click rate on public network pages**. ↗
- Designed UI card components for Postman's design system, reducing developer-reported UI issues by 12.1%
- Designed a verified icon and style guide for verified teams with contextual nudges, **boosting their discovery by 5.8%**. ↗

Postman, Bengaluru – *Product Design Intern*

April 2022 – July 2022

- Designed a unified user profile for API producers, enhancing their ability to showcase and customize their work. ↗
- Developed milestone notification emails with quality enhancement suggestions for API producers and designed visually appealing milestone thumbnails to enhance social media promotion.

Marsh McLennan, New York – *UX Design Intern*

May 2021 – August 2021

- Created a responsive e-learning website benefiting 40k+ employees in learning a new communication platform.
- Enhanced website usability through testing with 5 participants and established research templates, guidelines, and 5 KPIs for performance evaluation. ultimately achieving an **81.2% satisfaction rate among users**.

ACADEMIC PROJECTS

GenAI Suggestive System, HCI Lab, IDC School of Design

April 2021 – January 2022

- Conducted mixed-qualitative research through 14+ remote trials & analyzing protocols to investigate the influence of next-phase AI suggestion systems on writers' processes by comparing their interactions with & without such systems. ↗
- Designed human-AI suggestive systems focussing on personalization, explainability, customization, & strategic sampling.
- Co-authored a research paper which was awarded '**Best Honorable Paper Mention**' by ACM IUI 2023 at Sydney.

Gamification in Jellow App, Studio Project, IDC School of Design

August 2021 – November 2021

- Designed a multilingual educational game to help kids with learning disabilities in learning & memorizing sentences. ↗
- Crafted a personalized visual experience that highlights 8+ Indian cultures, integrated within an engaging storyline to foster the connection between the kid's environment & the learning materials through semantic encoding principles.

SKILLS

Design: Sketching, Information Architecture, Wireframes, Visual Design, User Experience Design, Interactive Prototypes, User Flows, Mock-ups, Storyboard, Design System, Inclusive Design, Accessible Design, Service Design

User Research: Contextual Inquiry, User Interviews, Surveys, Statistical Analysis, Affinity Mapping, Heuristic Evaluation.

Tools & Code: Figma, Sketch, Adobe Illustrator, Photoshop, Premiere Pro, R, Tableau, MySQL, HTML, CSS, JavaScript, C++