

Roopa Jagadish

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WORK EXPERIENCE

HCL America

Newark, Delaware

Lead Engineer

Jul 2022 - Present

- Identified key downtime of Reliability and Usability issues (both software and hardware) through Root Cause Analysis and Statistical analysis, resulting in 25% decrease of system
- Assisted in conducting usability studies for Laboratory Diagnostics Instruments, identified areas requiring research by collaborating with cross-functional teams and utilizing data from Azure DevOps server
- Organized daily standup meetings to ensure smooth transition of project, reaching over 100% completion rate on all tasks within the team

Skipperfit

Bangalore, India

Usability Engineer

Jun 2020 - Jul 2021

- Initiated 1:1 workshops & interviews with target customer groups to identify key pain points (Process and Support) and define the scope of new feature requests
- Performed usability & user experience testing with representative users, which produced 65% higher customer satisfaction ratings
- Collaborated with an interdisciplinary team to uphold short product timelines, consistently meeting product launching deadlines

Lohitha Hospital

Bangalore, India

Biomedical Engineer

Sep 2018 - May 2019

- Optimized and calibrated biomedical equipment in hospital wards, boosting employee efficiency by 30%
- Collaborated with senior technicians to create standard operation procedures for over 100 faulty devices, severely minimizing calls to maintenance
- Reviewed routine preventive maintenance and identified opportunities to upgrade obsolete parts, reducing repair costs by 15%

PROJECT EXPERIENCE

Stevens Institute of Technology

Hoboken, New Jersey

Heuristic Evaluation & Usability Testing

Sep 2021 - Dec 2021

- Successfully designed and implemented 8 usability studies, creating a test plan to ensure objectives were achieved with utmost precision
- Performed Heuristic Evaluations on over 15 health care related applications, identifying 101 potential usability issues and significantly reducing customer feedback

Stevens Institute of Technology

Hoboken, New Jersey

Happy Cycle

Sep 2021 - Dec 2021

- Directed initiatives leveraging hormone-sensing devices, virtual care and health coaching platforms for improved menstrual health outcomes & greater patient engagement
- Collaborated with cross-functional teams to incorporate human factors principles & standards (IEC 62366, FDA Guidance) into product design cycle, increasing success rate by 40%

EDUCATION

Stevens Institute of Technology

Hoboken, New Jersey

Master of Science in Biomedical Engineering

Graduation Date: May 2022

Dayananda Sagar College of Engineering

Bangalore, Karnataka

Bachelor of Engineering in Medical Electronics

Graduation Date: May 2018

SKILLS

Skills: Microsoft Office (Excel, Word, PowerPoint), Minitab, IEC 62366, FDA guidance, IEC 60601, USFDA 510K