

Pooja Dhaka

User Experience Researcher

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WORK EXPERIENCE

Flipkart, User Experience Researcher II

Bangalore, India · Jan '20 - April '21

E-commerce company with over 100M customers; acquired by Walmart

- Led research for User Engagement and Acquisition domain (*Flipkart Videos & User-generated content*) and Voice user interface (*VUI*) experience.
- Foster cross-functional team alignment by UX Research informing product strategies for launching new categories and features.
- Delivered actionable insights from qualitative research for increasing user engagement by 3%.

Flipkart, User Experience Researcher I

Bangalore, India · Jan '18 - Dec '19

- Spearheaded research for the e-commerce Grocery category and discovered ways to enhance the experience, which increased the conversion by 1.2%.
- Initiated research for shaping the VUI experience. Informed product and design strategy through impactful research to successfully launch new voice-based shopping in e-commerce.

Flipkart, Product Designer I

Bangalore, India · Feb '16 - Dec '17

- Identified opportunities through research in post-purchase experience and designed to reduce users' apprehension.
- Designed Help Centre (HC) to improve self-serve channels' adoption by 30% and increased HC effectiveness by 2%.
- Executed customer chat assist, increased the adoption by 65%.

Times Internet Ltd., UX Designer

Delhi NCR, India · Jul '16 - Jan '17

- Designed technology news module across all platforms for Times of India (India's top digital news) to help augment user satisfaction.
- Conducted heuristic reviews, strategized user flows, ideated and prioritized features for Times of India 'news feed' and 'videos' content consumption.

PUBLICATIONS

- India HCI 2015 (ACM Library) - CoinBeam: A tangible interface to teach money concepts to intellectually challenged children.
- OzCHI 2015 (Digital Proceedings) - Memoirs: Reliving memories with loved ones.

EDUCATION

IIT Guwahati | B. Design

Jul '12 - Jun '16 · India

AWARDS

- Team Innovation award 2020 for launching the multimodal interface at Flipkart.
- Power performer Award 2017 awarded for expeditiously designing experiences at Flipkart.
- Second position in OzCHI 2015, International Student Design Competition in Melbourne, Australia.
- Best Student Paper award in IHCI 2015, International Conference on HCI.

SPEAKING ENGAGEMENT

Co-presented case study in UXINDIA Conference 2019, Hyderabad on 'Building conversational experiences in e-commerce'.

SKILLS

Design Thinking, Interviews, Contextual Inquiry, Participatory Research, Journey Mapping, Focus group, Usability evaluation, Persona Building, Workshop Facilitation, Task Analysis, Wireframes, Information Architecture Design, Rapid prototyping

TOOLS

Figma, Sketch, Zeplin, Adobe Creative Suite