Yeshesvi Kadiyala

UX Researcher and Interaction designer

yesh@umich.edu 734-881-0801 www.yeshesvi.com

UX METHODS

Contextual inquiry
Diagramming
Heuristic evaluation
High-fidelity prototyping
Interviewing
Personas
Prototyping
Scenarios
Sitemapping
Sketching
Specifications
Strategy development
Surveying
Task flows
Usability Testing
Wireframing

WEB DEVELOPMENT

HTML5
CSS3
JavaScript
Google Analytics
AngularJS
ReactJS

TOOLS

Sketch
InDesign
Illustrator
Balsamiq
InVision
Flinto

PROGRAMMING

Python 2.7 / 3
OOP - Java, C++
RDBMS

Education

University of Michigan, Ann Arbor   **April 2017**
Master of Science in Information - HCI Specialization (Human-Computer Interaction)
Jawaharlal Nehru Technological University, Hyderabad   **May 2013**
Bachelor of Technology - Computer Science

Experience

UX Consulant | Processweaver Technologies, Hyderabad   **March 2015 - August 2016**

As a full-time user experience consultant, I have worked alongside the developer team to create "User-centered design" and "Information workflows" for a major healthcare provider in the United States. I have conducted user research and interviews, heuristic evaluation, created personas, affinity walls, low fidelity prototypes and coducted usability testing to help the developers decrease the number of roadblocks between users and information.

Computer Consultant | UMHS, Ann Arbor   **Jan 2014 - Jan 2015**

I've worked for Medical School Information Services (MSIS) at the University of Michigan Health System as a customer faced IT professional, to handle phone calls, manage tickets on Zendesk and go on-site to help the clients. A part of the job is to understand end-user problems and their work around strategies to help the Destop Support team understand how their clients use their computers and design solutions to complement their behaviour.

Projects

UX Designer | Jackson Police Department, Jackson   **Dec 2013 - April 2014**

As a part of the School of Information's Citizen Interaction Design project, I have led a team to design an "Anonymous tipping platform" for the Jackson Police Department of Jackson, Michigan called "Tips By text". We have worked with the police chief to understand their expectations and the importance of the project. We have conducted user research, requirements analysis, user interviews, heuristic evaluation and paper prototypes. As a part of the project, our solution was designed to cost less than 100 USD a month while providing the police with a low maintainance cloud-based service. Our design was built into a working product by another team, the following semester.

Usability Consulant | A2Hosting, Ann Arbor   **Jan 2014 - May 2014**

As a five member team, we have conducted a through usability analysis of "A2hosting.com", a local hosting and web services provider. The goal of the project was to find usability errors that are preventing users from using the exhaustive troubleshooting material on their website and propose ways to fix these errors in a way that decreases the growing overhead on the customer support team. After conducting surveys, remote and in-person interviews, remote and in-person usability tests, heuristic evaluation, low-fidelity prototyping and competition analysis our team has submited A2hosting with an exhaustive list of issues and ways to fix these errors. As of today many of our recommendations were incorporated into their website with positive results.

UX Consulant | SNRE, Ann Arbor   **March 2015 - August 2016**

As a part of a five member team, I have conducted user interviews, user research, surveys and created affinity walls to find out information breakdowns in the School of Natural Resources and Environment. The project aimed at finding out these breakdowns so that the school can address them and create better experiences for its students and staff.

Volunteer Experience

Technology Consultant | Working Bikes, Chicago   **May 2014**

I've helped a non-profit organization, Working Bikes to develop a technological blueprint in order to help them finance their technology needs in a prioritized and efficient way. I have worked with a colleague of the School of Information to conduct interviews with the staff, management, donors and customers to figure out the process of the company and find out areas in which technology can make a difference.

Technology Consultant | Swecha, Hyderabad   **Dec 2010 - May 2013**

As a part of the open-source software group, Free Software Foundation's (FSF) efforts towards localization of Linux and Libre-office. Swecha was formed in Hyderabad to create a Telugu language version of the debian distribution as "Swecha Linux". I worked as a technology consultant to create and maintain infrastructure to provide demonstrations to the press, schools and enterprises.

UNIVERSITY OF MICHIGAN