



# Chhavi Kumar

Aspiring UX Designer & Researcher | HCIM Candidate Graduating in May | Strong Skills in Interaction Design and a Passion for Crafting Intuitive and Engaging User Experiences.

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## EXPERIENCE

### Product Designer & Researcher - WISE CITIES

University of Maryland - iConsultancy | College Park, MD | Sept 2023 - Current

- Collaborated closely with Wise Cities stakeholders to align design goals with the organization's mission of promoting independence and community engagement among older adults.
- Successfully presented the redesigned Wise Cities platform to the organization's leadership, showcasing the project's impact on user empowerment and community integration.

### Co-Design UX Researcher - KidsTeam

University of Maryland | College Park, MD | Feb 2023 - Nov 2023

- Led dynamic co-design sessions, guiding a group of children aged 8-12 in weekly brainstorming sessions, user testing, and concept development to foster collaborative and innovative design outcomes.

### Lead IT Helpdesk Rep

Quantiphi | Marlborough, MA | Dec 2019 - Aug 2021

- **User Engagement and Customer Service:** Proven track record in first-line engagement with a diverse user base, consistently delivering prompt and courteous support to ensure exceptional user satisfaction.
  - **Problem Solving and Diagnostic Expertise:** Demonstrated adeptness in swiftly resolving complex user challenges related to software, hardware, and network connectivity, showcasing a strong ability to diagnose issues and orchestrate effective real-time solutions for an optimized user experience.
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## EDUCATION

### M.S. in Human-Computer Interaction

University of Maryland | College Park, MD | Expected Graduation - May 2024

- Relevant courses: Interaction Design, HCI Fundamentals, Advanced Usability Testing, Visual Design Studio, Intro to Inclusive Design, HCI Capstone

### B.A. in Animation & Visual Narrative

Hampshire College | Amherst, MA | Sept 2015 - May 2019

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## PROJECTS

### G.L.O.W. - Product Design

- Applied a user-centric approach to design, ensuring that the digital planner addressed the specific requirements of children with ADHD and ASD, promoting organization and cognitive support.

### Transit App - Usability Testing

- Inspected usability of the mobile app 'Transit App' through user testing and interview.

### Navi-Space - Interaction Design

- Designed an app 'Navi-Space' using speculative design to demonstrate how apps might look in a given futuristic scenario.
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## SKILLS & TOOLS

Prototyping, Wireframes, Interaction Design, Visual Design, Personas, User Flows, Storyboarding, UX Research, Usability Testing, Figma, Miro, Adobe Suite, Davinci Resolve, Gephi