

Chhavi Kumar

UX Product Designers

www.chhavi-kumar.com
www.linkedin.com/in/chhavi-k
chhavik.ux@gmail.com
New Delhi, India

EXPERIENCE

UX Product Designer | WISE Cities

May 2024 - Present | Fairfax, VA

- Designed accessible UI/UX aligned with WCAG 2.1 and business goals.
- Led end-to-end research & design, improving engagement by 20% via usability and A/B testing.
- Built 80+ high-fidelity screens and interactive prototypes for seamless developer handoff.
- Contributed to the design system and documentation to maintain visual and functional consistency.

UX Intern | WISE Cities

SEPT 2023 - MAY 2024 | Fairfax, VA

- Collaborated with engineers and PMs to deliver high-fidelity mockups and prototypes.
- Translated research insights into impactful design solutions, with 70% adopted in the next product release.
- Created 5 personas, 3 user flows, and journey maps to support and justify design decisions.

IT Helpdesk Representative | Quantiphi

Dec 2019 - Aug 2021 | Marlborough, MA

- Analyzed user feedback and identified key pain points to improve the user experience, resulting in a 35% increase in overall user satisfaction.
- Resolved usability challenges and accessibility concerns, ensuring a seamless digital experience for users across different technical backgrounds.

EDUCATION

Master of Science, Human-Computer Interaction

University of Maryland

Graduation Date: May 2024

Bachelor of Arts, Animation & Visual Narrative

Hampshire College

Graduation Date: May 2019

SKILLS

Design

Design Thinking
Accessibility Design
UX Design
Marketing
Copywriting
Product Management
Interaction Design
Prototyping & Wireframing
Visual Design
User Interface Design
User Journey Map
User Stories

Research

User Research
A/B Testing
Competitive Analysis
Data Analysis
Market Research
Qualitative & Quantitative
Research Methodologies
Usability Testing
User Interviews,

TOOLS

Figma, Adobe Suite, Webflow,
Maya, Miro, Notion,
Photoshop, Sketch, Slack, Jira,
Confluence