Chhavi Kumar

Product + UI/UX Designer

UX Designer | HCIM Candidate Graduating in May | Strong Skills in Interaction Design

📞 240-854-7913   in /chhavi-k

✉ chhavik@umd.edu   🌐 chhavi-kumar.com

EXPERIENCE

Product Designer - WISE CITIES
University of Maryland - iConsultancy | College Park, MD | Sept 2023 - Current

- Collaborated closely with Wise Cities stakeholders to align design goals with the startup's mission of promoting independence and community engagement among 50 older adults aged 65 and older.
- Balancing the need for larger font sizes on small screens with the requirement to include all essential information and provide clear indications of interactive touch points
- Conducted user interviews and usability testing to understand the challenges and pain points of older adults' interaction with technology.
- Presented the redesigned mobile app to the Chief Product Officer, demonstrating the project's positive impact on user empowerment and community integration.
- Achieved a 75% implementation rate of design iterations on the next app launch, indicating the success and feasibility of the proposed designs.

Co-Design UX Researcher - KidsTeam
University of Maryland | College Park, MD |Feb 2023 - Nov 2023

- Led dynamic co-design sessions, guiding 8-10 children between ages 8-12 in weekly brainstorming sessions.
- Conducted user testing and concept development to foster collaborative and innovative design outcomes.

Product Designer - G.L.O.W
University of Maryland | College Park, MD | Oct 2023 - Dec 2023

- Designed a digital planner specifically tailored for pre-teens and teens with ADHD and ASD, leveraging desktop research and innovative UX features to enhance their productivity, motivation and organizational skills.

UI/UX Designer - Navi-Space
University of Maryland | College Park, MD | Oct 2022 - Dec 2022

- Designed a speculative lunar navigation app through persona development, fostering user empathy and providing real-time location tracking, threat alerts, and close-proximity notifications for lunar settlements.

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 support to ensure exceptional user satisfaction. Improved user satisfaction by 60%
- **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. Improved turnaround time by 40%

EDUCATION

M.S. in Human-Computer Interaction
University of Maryland | College Park, MD | Expected Graduation - May 2024

B.A. in Animation & Visual Narrative
Hampshire College | Amherst, MA | Sept 2015 - May 2019

SKILLS

Research & Evaluation Methods

A/B Testing
Affinity Diagramming
Competitive Analysis
Design Thinking
Empathy Mapping
Heuristic Evaluation
Mind-mapping
Persona Generation
Surveys
User Flow
User Interviews
User/UX Research
Usability Testing

Design Methods

Ideation
Information Architecture
Interaction Design
Prototyping
Sketching
Storyboarding
Visual Design
UI/UX Design
Wireframing

Tools & Tech.

Adobe Creative Suite
Davinci Resolve
Figma
Gephi
Huerio
Miro
Notion
Slack
Trello
WAVE