

## PROFESSIONAL EXPERIENCE

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### UX Researcher

Shared Services Center, UMBC

September 2020 – May 2021

Maryland, USA

- Lead mixed methods research initiatives on different data for the redesign of the University's Shared Services Center website.
- Responsible for planning and creating user research reports, along with participant recruitment.
- Performed Heuristic Evaluation to uncover usability problems related to content placement, error prevention, content redundancy.
- Improved search relevance and content discovery through insights gained from usability testing, with user data reflecting an all time high of 181 users in a single month and an average bounce rate of nearly 30% post redesign.
- Improved NPS from 30.3 to over 50 by implementing contextual-inquiry driven recommendations.

### UX Researcher - Freelance

College of Engineering and Information Technology

January 2020- May 2020

Maryland, USA

- Provided recommendations to improve the usability of the College of Engineering and Information Technology's research website.
- Ran contextual inquiry sessions, user interviews, task analysis on the existing product to check status and uncover insights.
- Reported findings to improve content discovery, placement of information, search relevancy, and enhance recognition over recall.

### Graduate Research Assistant (User Experience - Accessibility)

Toyota - UMBC - UCI (Mobility for All project)

September 2019 - May 2021

Maryland, USA

- Research Assistant in a collaborative project to build a wearable device (running belt) that aids legally blind runners.
- Lead a team of 4 in carrying out literature reviews, One-One context interviews with the target audience, and bodystorming activities.
- Analyzed existing market products, simulated scenarios, created affinity maps to inform hardware design and development.
- Device built at 50 % the cost of some of the products available in the market today.
- Evaluated feasibility with the help of a field experiment - an obstacle course followed by context interviews.

### Software Engineer (UI/UX)

Larsen and Toubro Infotech (LTI)

August 2017- June 2019

Bangalore, India

- Designed and developed an insurance portal - a web application for Larsen & Toubro Infotech's client (MunichRe) to process quotations from insights gained from stakeholder interviews for customers across the globe.
- Conducted generative research, ran customer interviews on insurance portals to determine product road-map.
- Managed and improved B2C application websites for Mercer by integrating front end web technologies using the web content management tool - Adobe Experience Manager(AEM).

## EDUCATION

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### M.S - Human-Centered Computing

University of Maryland, Baltimore County

August 2019 - August 2021

### B.E - Information Science and Engineering

R.V College of Engineering

August 2013 - May 2017

## SKILLS

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### Methodologies

Contextual Inquiry, User Interviews, Qualitative Coding, Usability Testing, Heuristic Evaluation, Affinity Mapping, Participatory Design, A/B Testing, User Journeys, Diary Studies, Card Sorting, Storyboards, Surveys, Personas, Focus Groups, Tree Testing, 5-Second tests, Statistical Analysis, Task Analysis

### UX Design

Wireframing, Brainstorming, Prototyping, Whiteboarding, Interaction Design, Accessibility, User Centered Design

### Tools

Adobe XD, Figma, InVision, Sketch, Balsamiq Mockups, Adobe Illustrator, JIRA, AirTable, Survey Monkey, Miro, Airtable, DoveTail

### Programming

HTML, CSS, JavaScript, SQL

### Soft Skills

Design Thinking, Empathy, Communication, Leadership, Collaboration

## PUBLICATIONS

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1. **Nagraj, A. et al.** Investigating the navigational habits of people who are blind in India. *The 23rd International ACM SIGACCESS Conference on Computers and Accessibility* (2021 - To appear).