

Chaitra Yangandul

chaitra.yangandul@gmail.com | www.chaitray.com | +1 (240) – 810 – 8795

EXPERIENCE

Senior User Experience Designer, EAB Global Inc., Washington DC Apr 2022 – Present

- Lead design work for three enrollment services consumer-facing products recently acquired by the company
- Conduct monthly user research with consumers to stay in-the-know of current expectations and trends
- Partner with Product Managers and Technical Leads for new feature designing and development
- Spearheaded prototyping capabilities in Figma while contributing to consumer design system

User Experience Designer, EAB Global Inc., Washington DC Apr 2019 – Mar 2022

- Designed the message center and study buddies feature of the student success platform to increase usage by 25%
- Gathered insights through 1:1 interview with users to synthesize different personas and mental models
- Strategized solution ideas and concept models with the help of data gathered from user research using Pendo
- Created wireframes and process flows using Whimsical, and translated these into detailed designs using Sketch
- Conducted iterative usability tests of new design prototypes with the target users using InVision

UX/UI Software Engineer, FlexShopper LLC., Boca Raton FL Jul 2018 – Mar 2019

- Revamped the internal customer service system to increase the customer query response rate by at least 45%
- Created process flows for web and mobile apps with Draw.io, and designed hi-fidelity prototypes using Sketch
- Gathered feedback from stakeholders using InVision to validate the use cases targeting solution ideas
- Developed user interface components for a new design system using Sketch, React.js and Storybook

User Experience Researcher, UF Jain Lab, Gainesville FL Jan 2017 – June 2018

- Conducted an IRB approved eye-tracking study funded by YouTube to observe and analyze user's visual attention
- Reported the findings to the research team at Google and YouTube, and presented a paper at ETRA 2018

SKILLS

Technologies: Figma, Sketch, InVision, Whimsical, Pendo, HTML, CSS, JavaScript, Bootstrap, Git, Jira

Competencies: Low-to-high fidelity prototypes, user research, wireframes, data analysis, journey maps, personas, storyboards, affinity diagram, process flows, design system, user testing, surveys, social media behavioral analysis

EDUCATION

University of Florida, Gainesville FL Aug 2016 – May 2018
Master of Computer Science **GPA: 3.61**

University of Mumbai, Mumbai India Aug 2012 – May 2016
Bachelor of Computer Engineering **GPA: 8.45**

PUBLICATIONS

First Author, Affiliated to University of Florida June 2018
How many words is a picture worth? Attention allocation on thumbnails versus title text regions, **Yangandul C.**, Paryani S., Le, M. and Jain, E., 2018 ACM Symposium on Eye Tracking Research & Applications (ETRA)

Co-Author, Affiliated to University of Mumbai July 2016
Calculating the dimensions of an object using a single camera by learning the environment, Mane, S., **Yangandul, C.** 2016 2nd International Conference on Applied and Theoretical Computing and Communication Technology (iCATccT)