

# SUMUKH NAGENDRA

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## Professional Experience:

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### INDIANA UNIVERSITY, INDIANAPOLIS:

#### UX Researcher

Indianapolis, USA

August 2022 - Present

- Initiated and led a research project to improve workplace accessibility for disabled individuals, **reviewing 100+ sources, engaging 50+ stakeholders, and developing a targeted survey**. Now entering the participant outreach phase, aiming to **engage 200+ participants** to derive insights for optimizing job interviews and enhancing inclusivity.

### THE NATION BUILDING INC:

#### Design Intern

Bangalore, India

March 2022 - August 2022

- **Increased user engagement on Instagram by 24%** through collaboration with the Media & Design department to design engaging visual content for fundraising events, prioritizing the organization's social media presence and user engagement.

### CAPGEMINI:

#### Technical Illustrator

Bangalore, India

June 2019 – May 2021

- Remodeled complex Airbus computer-aided designs, design solutions, aircraft layouts, and 3D component models into **over 300 simplified technical illustrations**, enabling technicians to understand better and utilize them during servicing and maintenance checks.

## Projects:

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### PHILLY OUTREACH

December 2023

- Pioneered UX research at Philly Outreach, establishing personas and experience maps that defined the design strategy, setting the stage for a projected **25% uplift in organizational engagement and volunteer activity**.
- Developed a robust design system for Philly Outreach and personally crafted the user interface for profile settings, sign-in, and sign-up pages, an initiative projected to **streamline user interactions by 30%**, enhance ease of access, and significantly boost user engagement and autonomy.

### EMPLEADO - WEB AND MOBILE APPLICATION FOR SMBS

December 2022

- Spearheaded the end-to-end development and execution of a B2B web-based platform, enabling SMBs to effortlessly post job vacancies. Demonstrated proficiency in project management and technical expertise.
- Conducted in-depth user interviews and field research involving over **5 business owners and 10 low-literate job seekers**. Utilized insights to drive data-driven design decisions, resulting in a user-centric B2C mobile platform that supports individuals with limited technology proficiency throughout their job application journey.

## Education:

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### INDIANA UNIVERSITY

#### Master of Human-Computer Interaction [3.8/4.0]

Indianapolis, IN, USA

August 2022 - May 2024

- Awarded a \$9,000 Merit Scholarship for distinguished academic excellence, supporting my 2-year course of study.

### VISVESWARAYA TECHNOLOGICAL UNIVERSITY

#### Bachelor of Science, Mechanical Engineering [8.27/10.0]

Bengaluru, India

August 2016 - July 2020

## Skills:

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**Research** - Qualitative Research, Quantitative Research - User Interviews, Observations, Usability testing, Surveys, Contextual Inquiry, Heuristic Evaluation, Think-Aloud, SUS score calculation.

**Design** - Information Architecture, Interaction Design, User Journey Mapping, Visual Design, Design Systems, Personas, Task and User Flows, A/B Testing, Card sorting.

**Other Skills** - Graphic Design, Illustrations, Photography, HTML, CSS, JavaScript, React.

**Tools** - Figma, Adobe XD & Illustrator, Sketch, Balsamiq, Jira, Miro, Invision, Wix.