

# Nikhila Nyapathy

## Product Designer and Researcher

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### EDUCATION

#### Georgia Institute of Technology

M.S, Human Computer Interaction  
GPA: 4.0/4.0

#### SRM University

B. Tech Computer Science &  
Engineering  
CGPA: 9.45/10

#### University of Wisconsin Madison

Visiting International Student  
Program  
GPA: 3.66/4

### SKILLS

#### Design

Prototyping  
Wireframing  
Sketching  
Data visualization  
Interaction design  
Visual design  
Information  
Architecture

#### Tools

Sketch  
InVision  
Figma  
Axure  
Balsamiq

#### Research

Usability testing  
Personas  
Affinity diagram  
Surveys  
Interviews  
Card sorting  
Heuristic evaluation

#### Coding

JavaScript  
HTML  
CSS  
Unity  
D3.js

### EXPERIENCE

#### Digital Federal Credit Union – User Experience Specialist

May 2020 - present

*As the first UX hire for DCU, I lead the design and research efforts for all of DCU's product offerings*

- Leading the redesign of the consumer and mortgage lending experience for members and prospects
- Developing the information architecture for education content based on data-driven insights and metrics
- Building design processes and frameworks, and evangelizing for UX across the company through storytelling & collaborative workshops
- Consulting for various development teams and producing detailed functional prototypes based on business requirements & user needs

#### Toast – Product Designer

Aug 2019 – April 2020

*Designing the user experience for Toast's core point of sale and kitchen display screen*

- Shaped product roadmap and strategy by conducting discovery research with users to understand their feature needs
- Influenced product decisions based on user research insights
- Increased impact on sales by unblocking deals through designing key features of the core products
- Streamlined and optimized the design process by combining research efforts across multiple features
- Brainstormed and designed sketches, wireframes and prototypes
- Conducted internal reviews of designs with UX and product teams
- Performed usability testing with users and incorporated feedback received by iterating on designs
- Conveyed and presented findings and designs to stakeholders across the product team
- Collaborated closely with product managers and engineering leads throughout the user-centered design process

#### ADP – UX Design Intern

May 2018 – Aug 2018

*Designing an innovative experience for payroll processing through an iterative user-centered design process*

- Defined design decisions by analyzing insights from user research sessions
- Designed complex interactions for high fidelity prototypes
- Contributed to the design system by creating components with specifications
- Supported research team efforts by moderating usability sessions and engaging in collaborative note-taking, and formulating a card-sort for evaluating the information architecture

#### SAP Labs India – UX Engineer

July 2014 – June 2017

*Enhanced the user experience by building a scalable and reusable UI to unify the interface across internal tools*

- Led a cross-functional engineering effort to unify the user experience across internal tools
- Worked with UX designers, product owners, architects and software leads in an agile environment following scrum methodologies
- Iteratively improved the user interface through feedback received from usability testing