

Jatin Chhikara

Experience Designer and Researcher

Austin, TX

(443) 453-3099 | jatinn09@gmail.com

[LinkedIn profile](#)

SUMMARY

- UX designer by heart, a researcher by soul and an engineer by mind. Multidisciplinary professional with experience in human-centered design, user experience, research, usability, and interaction design.
- Worked as a core member of a successful startup - Cocubes Aon, designed experiences for tech giants like UnitedHealth Group and Mozilla.

EXPERIENCE

UnitedHealth Group — SENIOR USER EXPERIENCE DESIGNER

Acquisition of The Advisory Board Company (ABC) March 2018

Austin | August 2016 - PRESENT

- Lead end-to-end UX design for multiple enterprise platforms and tools for both web and mobile.
- Collaborate with product managers, tech leads, and support teams to design and research for multiple products to conceptualize, realize, and continuously improve the SAAS products.
- Balance business requirements and user needs to create user centered designs.
- Mentor junior designers and help in expanding the team.
- Lead company-wide user experience index metrics for eight products to help improve efficiency, effectiveness, and satisfaction resulting in an increase of NPS.

Mozilla Corporation — USER EXPERIENCE DESIGNER INTERN

San Francisco | June - September 2015

Designed & developed prototypes to test ideas and identify shortcomings for Firefox desktop. Contributed to both user-centered design ideas & technical expertise by narrowing the bridge between both teams.

University of Maryland — DESIGNER & RESEARCHER

Baltimore | September 2014 - May 2016

Created wireframes, information architecture, storyboards and prototypes (low-fi to high-fi) for multimodal mobile application. Conducted user research to find parameters involved in driving different adaptive user-focused needs for a voice-driven interface.

Aon Hewitt — USER EXPERIENCE ENGINEER (SE)

Gurugram, India | March 2011 - May 2014

Core team member of the startup, CoCubes.com (acquired by Aon Hewitt). Led a team of seven including designers and developers. Designed & developed overall concepts for new product features, and contributed towards consistent and unified user experience. Researched, and helped drive innovative UX solutions for various products in an agile environment.

PORTFOLIO

www.jatinchhikara.com

SKILLS

Design

Wireframing
Ideation
Sketching
Affinity Diagrams
Prototyping
Task analysis
Personas
Storyboards
Journey Maps
Information-Architecture

Research

Contextual- Inquiry
Competitive-Analysis
Interviews
Surveys
Cognitive-Walkthrough
Heuristic-Evaluation
Usability testing
A/B Testing

Tools

Sketch
InVision
Studio
Balsamiq
Axure RP
Illustrator
Principle
Framer

Engineering

HTML,CSS
JavaScript
jQuery
Bootstrap
SASS
node.js
3D Printing
Laser Cutting

EDUCATION

M.S. Human Computer Interaction

University of Maryland

May 2016

GPA-4.0/4.0

Bachelor of Tech. Computer Science

Maharshi Dayanand University

May 2011

GPA-3.8/4.0

PUBLICATIONS

Perceived Usefulness and Acceptance of Communication Support System in Laparoscopic Surgery. - [link](#)

Usefulness of Voice Input of Health Information on Smartphones for Older Adults (CHI '17) - [link](#)