

# Mukul Bisht

[www.mukulbisht.com](http://www.mukulbisht.com)  
mukulc@gmail.com  
+1.440.409.3545



## WORK EXPERIENCE

### Citrix Systems

#### Senior Product Designer

*Santa Clara*

*Feb 2013 - Current*

- Led the design and development of Citrix Director (XenDesktop's Monitoring and Troubleshooting console) across multiple releases.
- Designed a unified role management workflow to make the process of creating and managing IT administration roles consistent across all Citrix products.
- Spearheaded the design of Director.Next for better navigation, scalability, better correlation, and efficient root cause analysis.

### Citrix Systems

#### Product Design Intern

*Santa Clara*

*May 2012 - Aug 2012*

- Supported the design and development of VDI-in-a-Box (Kaviza), a desktop virtualization solution for SMBs. Restructured the workflow to provide a seamless and simplified experience.

### IBM

#### Consultant

*Dubai*

*Nov 2010 - Aug 2011*

- Consulted for Cleveland Clinic Abu Dhabi (CCAD) to develop operational models and detailed technical design documents for 12 medical applications.
- Consulted for Dubai Road & Transport Authority (RTA) on Vehicle Defect Clearing Service (VDCS) project.

### FICO

#### User Experience Engineer

*Bangalore*

*Jun 2009 - Aug 2010*

- Defined UI standards, guidelines, specifications and patterns libraries to bring Fair Isaac legacy products under a common suite.
- Designed sitemaps, wireframes, task flows to address the use cases received from Business Systems Analyst (BSA) and Project Management (PM).

### Compassites Software Solutions

#### Interaction Designer

*Bangalore*

*Jul 2008 - Jun 2009*

- Spearheaded the design and development of web portal for imint ([www.imint.in](http://www.imint.in)), India's first nationwide coalition loyalty and consumer rewards program.

### School of Computer Science & Informatics, UCD

#### ODCSS Program (Student Intern)

*Dublin*

*May 2007 - Jul 2007*

- Designed and developed 'Memoir', an application that uses meta-data from mobile phones to annotate digital photos and display them as a Google Maps Mash up.

## EDUCATION

### University of Michigan School of Information

#### Master of Science in Information, (3.95/4.0)

*Ann Arbor*

*Dec 2012*

- Specialization in Human-Computer Interaction (HCI) and Information Analysis and Retrieval (IAR).

### Indian Institute of Technology (IIT) Guwahati

#### Bachelor of Design, (8.63/10.0)

*Assam*

*May 2008*

- Specialization in Human-Computer Interaction (HCI).

## SKILLS

### Design

User Interface Design  
Low and Hi-fi prototyping  
Information Architecture  
Visual Design

### Research

Contextual Inquiry  
Surveys  
Personas and Scenarios  
Cognitive Walkthrough  
Heuristic Evaluation  
Usability Testing  
Comparative Analysis  
Task Analysis

### Softwares

Adobe Creative Suite  
Microsoft Visio  
Axure

### Code

XHTML  
CSS  
JavaScript

## AWARDS & ACHIEVEMENTS

Led a team of four to win 1st position among six innovation projects at Citrix in 2014

2nd position in MobileHCI 2010 Design Competition in Portugal

Merit Scholarship, IITG 2004-2008

Merit Scholarship, UMICH 2011-2012

## PUBLICATIONS

Namrata Verma, Priyanka Shetye, Diya Gangopadhyay, Mukul Bisht, Iryna Pavlyshak, Find It: Information at Hand, MobileHCI 2010 September 7-10, Lisbon, Portugal, ACM 978-1-60558-835-3/10/09.

Mukul Bisht, David Swords, Aaron J. Quigley, Benoit Gaudin, Mike Bennett, Context-Coded Memories: "Who, What, Where, When, Why?", Workshop "Supporting Human Memory with Interactive Systems", HCI Conference, September 4th, 2007, Lancaster, UK