

Mukul Bisht

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WORK EXPERIENCE

DocuSign *San Francisco, California*
Lead User Experience Designer *Sep 2015 - Current*

- Lead the design of Identity Services (Sign up, Log In, Authentication & Identification).
- Design the end to end experience for ID verification using Photo ID, Electronic ID, and Smart Cards for U.S. and International use cases.
- Led the design of Admin, the administration and management console for DocuSign enterprise customers.
- Develop assets for DocuSign design library and mentor junior designers.

Citrix Systems *Santa Clara, California*
Senior Product Designer *Feb 2013 - Sep 2015*

- 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.

Citrix Systems *Santa Clara, California*
Product Design Intern *May 2012 - Aug 2012*

- Supported the design and development of VDI-in-a-Box (Kaviza), a desktop virtualization solution for SMBs.

IBM *Dubai, UAE*
Consultant *Nov 2010 - Aug 2011*

- Consulted for Cleveland Clinic Abu Dhabi (CCAD) and Dubai Road & Transport Authority (RTA) to conduct requirements analysis and develop operational models.

FICO *Bangalore, India*
User Experience Engineer *Jun 2009 - Aug 2010*

- Designed sitemaps, task flows, wireframes, and prototypes to address the use cases received from Business Systems Analyst (BSA) and Project Management (PM).

Compassites Software Solutions *Bangalore, India*
Interaction Designer *Jul 2008 - Jun 2009*

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

School of Computer Science & Informatics, UCD *Dublin, Ireland*
ODCSS Program (Student Intern) *May 2007 - Jul 2007*

- Designed and developed 'Memoir' (mobile and desktop application).

EDUCATION

University of Michigan School of Information *Ann Arbor, Michigan*
Master of Science in Information, (3.95/4.0) *Dec 2012*

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

Indian Institute of Technology (IIT) Guwahati *Assam, India*
Bachelor of Design, (8.63/10.0) *May 2008*

- 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

Sketch
Invision
Adobe Creative Suite
Axure

Code

XHTML
CSS
JavaScript

AWARDS & ACHIEVEMENTS

Led a team of four to win first position among 6 innovation projects at Citrix in 2014

Second 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