

Education

University of Michigan School of Information, Ann Arbor, Michigan, USA

Master of Science in Information, Specialization in Human-Computer Interaction and Social Computing

Apr 2013

Indian Institute of Technology (IIT) Guwahati, Assam, India

Bachelor of Design, Specialization in Human-Computer Interaction and User Experience

May 2008

Work Experience

IBM Dubai, UAE

Graduate Consultant

Nov 2010 - Aug 2011

As part of the Graduate Program in IBM I worked on a variety of projects described below:

- Collaborated with internal IBM teams to respond to RFPs and develop solutions for the clients.
- Supported the IBM team to handle technical and business aspects of Cleveland Clinic Abu Dhabi (CCAD) that is slated to open in 2012.
 - Gathered functional and non-functional requirements for 12 medical applications, dealing with different vendors.
 - Developed operational models and detailed application design documents to ensure smooth integration of these applications in the complex infrastructure of CCAD.
- Consulted for Dubai Road & Transport Authority (RTA) on Vehicle Defect Clearing Service (VDCS) project. The main aim of this project was to develop and test a system to reduce heavy vehicle accidents and increase safety of citizens in Dubai and UAE. My main role was to run, observe, analyze and present the pilots to RTA which involved:
 - Installing telematics devices in heavy vehicles to monitor and enforce safety design standards.
 - Using handheld devices by RTA inspectors to record defects and safety violations in the Vehicle Safety Database (VSD).

FICO Bangalore, India

User Experience Engineer

Jun 2009 - Aug 2010

My primary goal was to bring Fair Isaac legacy products under a common architecture and common look & feel. The key products I have worked on: Debt Manager™ Solution, Falcon®, FAFS, and Global FICO™ Scores. I worked with internal customers - QA and Development teams in India, some Product Management in the US and London Offices, of different products (C&R, IFM, OM, ADAM), captured their requirements, and focused on producing high quality designs and documents.

- Compiled UI standards, guidelines, specifications and patterns libraries to be used across all FICO products.
- Developed user profiles, scenarios, identifying user needs, analyzing task needs, and conducting exploratory and participatory design studies.
- Created visualization and planning tools such as sitemaps, low and high fidelity wireframes, flowcharts, task flows, based on use cases by Business Systems Analyst (BSA) and Project Management (PM).
- Conducted user research sessions, heuristic analysis and usability tests to aid in design and refinement of FICO applications.
- Converted the wireframes into “functional” prototypes using XHTML, JavaScript, and CSS.
- Collaborated with in-house QA and development teams around the globe.
- Acted as an evangelist for the User Experience discipline throughout the company.

Compassites Software Solutions Bangalore, India

Interaction Designer

Jul 2008 - Jun 2009

- Played a key role in establishing the Compassites User Experience Department (CUE) and weaving the UCD process with SDLC of Compassites.
- Collaborated with sales team for business development for the company, client acquisition and servicing.
- Worked as a sales engineer to:
 - Give technical presentations to clients
 - Get business requirements from clients & stakeholders
 - Maintain relationship with the clients & handle the delivery
- Responsible for user research, information architecture, interaction model, usability, interface design, and presentation-layer development.
- Developed standards compliant web interfaces using HTML, CSS, Javascript.
- Spearheaded the design and development of web portal for imint (www.imint.in), India's first nationwide coalition loyalty and consumer rewards program.

- MEMOIR - Context Coded Memories (Mobile and Software Application)
Description: Memoir is a two part application: a mobile (symbian based) application which automatically collects meta-data (GPS location, Profiles, Date, Friends near you) and a computer application which annotates your digital photos automatically with the meta-data collected and allow us to display them as a Google Map Mash up.

Academic Projects

- Library System Redesign**
 Guide: Professor Amarendra Kumar Das Jan 2007 - Apr 2007
 Description: To redesign the existing IIT Guwahati library system to ensure smooth information flow between the library and its users with better utilization of its resources. An efficient book procuring system, signage system and a way finder application was proposed as solution.
- Automation Software for R&D at IIT Guwahati**
 Guide: Dr. P.K.Das Aug 2006 – Nov 2006
 Description: The main aim of this project was to design software for the automation of various processes at the Research and Development Cell of IIT Guwahati. The front end was in HTML, back end in PHP and the DBMS used was MySQL.
- Instant Craft Transaction network using mobile technology**
 Guide: Professor P. Yammiyavar Jan 2006 – Apr 2006
 Description: To use mobile technology to enhance sales and distribution of various handicraft products of North Eastern India. An innovative and efficient marketing concept along with software for mobile was developed which helped the craftsmen earn according to their talent and hard work, as well as ensures quality products deliverance to consumers.
- Signage System for IITG's Academic Complex**
 Guide: Professor Ravi Mokashi Punekar Jan 2006 - Apr 2006
 Description: The main objective of this project was to build a comprehensive signage system for our Academic Complex. The signage, adhering to the typography and ergonomic principles, were placed at conceived locations in various departments.

Publications

- Namrata Verma, Priyanka Shetye, Diya Gangopadhyay, Mukul Bisht, Iryna Pavlyshak, **Find It: Information at Hand**, *MobileHCI '10 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*

Skills

• User Experience

Usability skills	User research tools	Prototyping Skills
Lab & Remote Usability testing, Heuristic evaluation, Eye tracking, Think aloud protocol	Personas, Use cases, Scenarios, Task analysis, Contextual interviews, Cognitive walkthroughs, Card sorting, Focus Groups	Wireframes, Low-Hi fidelity prototypes, story boarding, sketching & rendering for conceptualization

• Programming and Software

Applications	Web Technologies	Languages
Illustrator, Photoshop, Indesign, Morae, Microsoft Office, Visio	HTML5, CSS3, JavaScript PHP	C, C++, Java, Python

Achievements and Extra Curricular Activities

- Achieved second rank in MobileHCI 2010 design competition in Portugal.
- Listed among the top 1% students appearing in IIT JEE – 2004.
- Won the first prize for Techniche Einsteinaire - (A technical physics quiz held at IITG).
- Won the Merit Scholarship after securing first rank in the Department. (1st year).
- Organized events and game shows, designed publicity & marketing brochures and part of the core members of the sponsorship team for Alcheringa and Techniche, the annual IITG cultural and Technical festivals.