

NIKITA CHANDEKAR

10 years as a UX Researcher & Designer | CPACC Accessibility certified | nikitachandekar1989@gmail.com |
+1(737) 336-3431 | www.linkedin.com/in/nikita-chandekar-49721b92/ | www.nikitachandekar.com/

PROFESSIONAL INDUSTRY EXPERIENCE

GE Healthcare via CitiusTech Healthcare (Chicago) Usability Lead – UX Research, AI Integration March 2024-Present

- Led end-to-end usability strategy for GE Healthcare's AI-powered Labor and Delivery Monitoring product, conducting formative and summative studies with clinicians
- Evaluated AI acceptance and trust, evaluating clinicians' confidence, comprehension, and interaction patterns with embedded AI-based clinical decision support.
- Directed FDA and 510(k) usability submissions and regulatory standards for medical devices.
- Delivered accessibility audits and weekly design reviews, optimizing compliance with WCAG 2.2 and improving patient safety and clinical workflow efficiency.

GE Healthcare via CitiusTech Healthcare Assistant Manager- UX Design March 2021-August 2022

- Led UX team to develop the Edison Design System in Figma, standardizing data visualization and micro-interactions across 7 GE healthcare projects; reduced design errors by 90% and increased output from 2 to 5 screens per week using pick-and-drop graphs.
- Redesigned the UX and visual design of VILN, a vaccine lifecycle management tool for PPD, using Axure—significantly improving user productivity.
- Built a course on the 'User-Centered Design Process and Governance structure' and trained 20 cross functional teams, resulting in 1.8x increase in inclusion of UX consultancy in organization projects.

Cognizant Technology Solutions: (Client PepsiCo, Walmart, KFC) Senior User Experience Designer June 2019-March 2021

- Designed enterprise applications for clients including KFC, PepsiCo, Walmart Labs, TGS Geophysical, and Molina Healthcare.
- Revamped the UX design of an Inventory Management System for KFC Restaurant by replicating the physical locations in an intuitive screen pathway for faster inventory count cycle resulting in a 30% reduction in inventory management time thereby leading to an increase in order accuracy.

Godrej & Boyce Manufacturing Company Design Manager Product Design March 2016-June 2019

- Led an elaborate Ethnographic User Research Project and qualitative user research of 28 users across two cities, generated insights that informed a 3-year roadmap for new product lines.

Cybage Technologies UX Designer September 2015-February 2016

- Conducted heuristic audits for McDonald's app; redesigned flows resulting in a 60% increase in task success rate.

Tata Consultancy Services TCS UX Designer May 2015-August 2015

- Conducted UX research and analysis of TCS's internal Resource Management Portal, resulting in reduction of onboarding time for new hires and program managers by one-third.

INTERSHIP EXPERIENCE

Athenahealth Austin, Texas UX Designer January 2024-May 2024

- Leading formative usability testing with users with visual impairments to assess patient portal accessibility and inform the creation of an inclusive design system.

Noah Medical Inc, San Carlos, California UX Designer July 2023 – August 2023

- Designed 2 digital interfaces for medical surgical robotic systems, resulting in positive feedback from cross-functional team members on functionality and aesthetics.
- Led 4 cross-functional ideation workshops, producing icons, wireframes, and prototypes that reduced design iteration time by 25%.

ACADEMIC WORK EXPERIENCE

Moody College of Communication, Austin Texas Graduate Research Assistant GRA August 2022- January 2024

- Collaborated on a Flood Management Awareness project for the Texas Water Development Board, conducting literature review, qualitative research, and surveys to assess accessibility needs of vulnerable populations.

EDUCATION

The University of Texas at Austin	Master of Science in Information Studies- UX Design	2022-2024
MIT Institute of Design, India	Masters in Product Design	2012-2015
University of Mumbai	Bachelor of Engineering- Electronics	2007-2011

ADDITIONAL INFORMATION

Software Tools: Figma, Adobe XD, Sketch, Axure, Invision, Balsamiq, Photoshop, Illustrator, PremierePro, MS- Office, Unity, JIRA
Design Techniques: Wireframe, Design System, Information Architecture, Journey Map, User Flow, Card Sort, Persona, Affinity Mapping, Accessible Design, System design, service design, visual design.
Research Methods: Generative Research, User Interviews, Survey, Competitor Analysis Heuristic Evaluation, Usability Testing, Co-design, Ethnography.
Certifications: CPACC Accessibility Certificate, CITI Program-IRB, UXQCC CPUE
Awards: India Design Mark, India | 2020 Ray Bed, Godrej Interio Design; A'Design Award, Como Italy | 2014 Bronze Winner; Nature Inspired Design Challenge, IIT Jabalpur | 2013