

# NB NALIN BHATIA

UX/Product Designer with 3+ years of experience, passionate about the intersection of business & design. Able to drive ideas from concept to wireframes to prototype to production.

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Portfolio: [nalinbhatia.com](https://nalinbhatia.com)

## Experience

### ClearCapital.com, Inc.

#### Product Designer

Feb 2020 - Present  
Roseville, California

- Responsible for UX research, design and prototyping for all Clear Capital's Products in collaboration with Product, Engineering and QA as one of the two lead designers; reporting directly to the CTO.
- Spearheaded the design of a new SaaS platforms like ClearReview that streamlines coordination between Real-estate Property Inspectors and Reviewers. Improved efficiency by reducing review completion time.
- Designed several features to streamline the review and order management experience for major clients like Wells Fargo, Chase and Guaranteed Rate that led to higher customer retention.
- Designer for new market initiatives like REO Network and PAREA that aims to modernize businesses and communication between real estate player like Asset Managers, Brokers and Appraisers.
- Maintain and develop Clear Capital's Design System.

### Healthcare Systems & Technologies, LLC (HST Pathways)

#### Product Designer

March 2019 - Feb 2020  
San Francisco Bay Area

- Own end-to-end product design for HST's eChart, an electronic charting software used by over 10,000 users at 86 surgical centers. Collaborate with Product Managers and Engineers to help define product requirements and roadmap.
- Redesigned the anesthesia charting experience, medication sets designer and medical illustration feature for physicians that reduced task times by over 50%.
- Designed HST's new Patient Portal mobile experience reducing full-time equivalent costs for surgical centers by \$50/hour.
- Create and maintain HST's Design System - established component, patterns and guidelines to ensure design consistency.

### University of Michigan - Economic Growth Institute

#### UX Designer - Research Associate

April 2018 - Dec 2018  
Ann Arbor, Michigan

- Led the design for a web-based interactive tool for researchers in tech. development as part of federally funded research project, commissioned by National Institute of Standards & Technologies (NIST).
- Conducted user research on stakeholders from industry, academia and Federal Research Labs to map customer journey flows and gather feature requirements.
- The design concept was submitted to NIST along with the entire research that helped the institute secure additional funding.

### 21st Century Fox: Fox Networks Group

#### User Experience Intern

June 2018 - Aug 2018  
Los Angeles, California

- Delivered recommendations for UX enhancement on Fox's SaaS B2B applications using Contextual Inquiry and user testing session in an agile work environment.
- Optimized future UX efforts by mapping user task-flows in Fox's Ad Sales business; and creating a UX strategy and best practices guide for Fox's enterprise department.

### University of Michigan - Env., Health & Safety Dept.

#### Instructional Designer

Nov 2016 - Dec 2017  
Ann Arbor, Michigan

- Led the redesign of online courses & E-Learning modules containing 100+ screens which led to an overall increase in user engagement across U-M research labs.
- Streamlined the learning experience by introducing gamification, story-lining, and improved info. architecture. Ensured proper launch, functionality and usability.

## Selected Projects

### Oath: Yahoo Finance

#### UX Researcher and Team Lead

Jan 2018 - April 2018

Partnered with the Product team of Yahoo Finance app to identify opportunities for engaging millennial users by employing several UX research methods like user interviews, surveys, competitor analysis and usability tests. Delivered design recommendations that were adopted by the team as new features in the app.

### Verizon: Yahoo Sports

#### UX Designer & Researcher

Jan 2018 - April 2018

Partnered with the Product Manager of Yahoo Sports app to design 2 new features for the app – Team Rankings and Fan Leaderboards in order to incorporate team affinity factors and grow engagement of younger audience.

## Education

### University of Michigan

**MS in Information:** Human Computer Interaction;

**MS:** Sustainable Systems  
(Double Masters)

Sept 2016 – Dec 2018  
Ann Arbor, MI

### Guru Gobind Singh Indraprastha University

#### Bachelor of Architecture

Aug 2011 - Dec 2016  
New Delhi, India

## Skillset

### UX Methods

Interaction Design  
Visual Design  
Design Systems  
Wireframing  
Rapid Prototyping  
Information Architecture  
Usability Testing  
Heuristic Evaluation  
User Interviewing  
Personas  
Card Sorting & Tree Testing  
Affinity Diagramming

### Tools

Sketch, Figma, InVision, Zeplin,  
Axure, Adobe Suite, Framer, HTML/CSS,  
GitHub, User Zoom, Python (Beginner), R  
(Beginner)

### Courses

UX Research & Design Mastery, Interaction Design, Usability Evaluation, Information Architecture, Complex Website Design, Personal Informatics Design

## Achievements

### CHI 2018 Finalist

Designed a mobile experience that assists adults with limited literacy in daily reading tasks and provides tools for long-term learning. (Selected as top 12 design entries worldwide to present at ACM CHI Conference) April 2018