

# NALIN BHATIA

Senior UX Designer with 5+ years of experience, passionate about the intersection of business & design. I have designed solutions for several domains including real estate, healthcare, education, food systems and more.

## Experience

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### SVAM International, Inc.

#### Senior UX Designer

Nov 2022 - Present

Great Neck, NY

- Lead UX efforts for major client projects as well as SVAM's internal products.
- Setting up a new design team and mentoring Junior UX Designers alongside setting up and promoting a new design department at the company. Also, demonstrating the value of UX to clients.
- Key Project - **NYC Department of Education ASKFood**.
  - Lead UX Designer for client **NYC Department of Education's (DOE)** initiative to digitize and automate paper-intensive processes employed by staff in over **2,000 schools** serving **1 million meals** daily.
  - Collaborate closely with both internal and client stakeholders to layout UX roadmap and take major design decisions.
  - Led **10 user interviews** of school staff to understand and gather design requirements of key personas.
  - Designed the entire Back of House (BOH) Application with **150+ responsive screens** across desktop, tablet & mobile. Conducted several iterations through client demos and **40 moderated** usability testing sessions with actual users at NYC schools.
  - Set up a new design system and style-guide for BOH in Figma by taking inspiration from existing DOE products and visual style-guide.
  - Estimated impact of the project would be **saving millions of dollars** by cutting down on food wastage, school staff visits, physical record printing and more.

### Clear Capital

#### Product Designer

Feb 2020 - Nov 2022

Gurugram, India/Roseville, CA

- Led design for all Clear Capital's Products in collaboration with Product, Engineering and QA as one of the two lead designers; reporting directly to the EVP of Product. Key Projects include:
  - **Property Data Collection**: Designed web-based platform to analyze Property Collection Data significantly optimizing appraisal process over current method of reviewing **40+ page PDFs**.
  - **Clear Collateral Platform (CCP)**: Designed several features to streamline the review and order management experience for major clients like Wells Fargo, Chase and GRate that led to higher customer retention.
  - **REO Network**: Proposed a SaaS application design that modernizes business and communication between real estate players like Asset Managers, Brokers and Appraisers.
  - Maintain and develop Clear Capital's Design System.
- **CubiCasa**: A subsidiary company of Clear Capital specializing in "Video to BIM" technology. Redesigned Cubicasa's Floor Plan Editor, mobile app features and built design system from scratch.

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

#### Product Designer

March 2019 - Feb 2020

San Francisco Bay Area, CA

- 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 end-to-end mobile experience for HST's new Patient Portal reducing full-time equivalent costs for surgical centers by **\$50/hour**.
- Create and maintain HST's Design System - established components & style guide to ensure design consistency.

### University of Michigan - Economic Growth Institute

#### UX Designer - Research Associate

April 2018 - Dec 2018

Ann Arbor, MI

- Ideated and designed a prototype for a web-based evaluation tool for tech. researchers as part of federally funded research project. Interviewed stakeholders from industry, academia and Federal Research Labs to map customer journey flows and gather feature requirements.
- The design prototype was submitted to NIST (National Institute for Standards and Technology) along with the entire research project that helped the institute secure additional funding.

New York City, NY

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## Education

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### University of Michigan

- **MS in Information Science:**  
Human Computer Interaction

- **MS in Sustainable Systems**

(Dual Masters)

Aug 2016 - Dec 2018

Ann Arbor, MI

### Guru Gobind Singh Indraprastha University

- **Bachelor of Architecture**

Aug 2011 - May 2016

New Delhi, India

## Skillset

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### UX Methods

Interaction Design

Wireframing

Design Systems

Visual Design

Rapid Prototyping

User Interviewing

Usability Testing

### Specialize In

Enterprise UX, Complex Datasets, Minimalist Design, Responsive Design, Systems Thinking, Problem Solving, Visual Communication, Design Mentorship

### Toolkit

Figma, Sketch, Axure, InVision

Adobe Suite, UserZoom

HTML/CSS, Microsoft Suite

## Recognition

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### CHI 2018 Finalist

Designed a mobile app experience that assists adults with limited literacy in daily reading tasks and tools for long-term learning.

(Selected as top 12 design entries worldwide to present at ACM CHI conference)

Montreal, Canada, April 2018