

NALIN BHATIA

UX Designer | 5+ years of experience crafting user-centric data driven solutions.

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Portfolio: nalinbhatia.com

EXPERIENCE

Senior UX Designer - SVAM International, Inc.

Nov 2022 - Present

Great Neck, New York

- Lead UX Designer for **client New York City's Dept. of Education's (DOE)** initiative to digitize and automate paper-intensive processes employed in 2,000+ schools serving 1M+ meals daily.
- Currently designing **Warehouse Management** application - a single, comprehensive, integrated system to support NYC schools' Warehouse's day-to-day operations.
- Designed **Back of House (BOH)** Application with **100+ responsive screens & high-fidelity clickable prototype**. Led **17 contextual interviews** and **34 user testing sessions** with school staff to inform design decisions.
- Collaborate closely with both internal and client stakeholders to layout UX roadmap and take major design decisions.
- Set up a new **design system** and **style-guide in Figma** by taking inspiration from existing DOE products and visual style-guide. Ensuring WCAG 2.1 requirements.
- Lead UX efforts for major client projects as well as SVAM's internal products.
- Setting up a new design team, mentoring Junior UX designers alongside promoting a new design culture at the company. Also, demonstrating the value of UX to clients.

UX/UI Designer - Clear Capital

Feb 2020 - Nov 2022

Roseville, California

- Led design for several SaaS enterprise and B2B data Products to address challenges faced by the real estate valuation and mortgage finance industry.
- Worked in cross-functional teams, including product owners, engineering, marketing and industry experts to ensure designs are user-focused while aligned with business goals. Collaborated across various management levels and functions including the CTO, Director, EVP of Engineering, and VP of Marketing.
- Designed a new **Property Data Collection** web-based platform to analyze Property Collection Data significantly optimizing the appraisal process over the current method of reviewing 40+ page PDFs. Reduced appraisal time by **over 50%**.
- Designed several features for **Clear Collateral Platform (CCP)** to streamline the review and order management process for major clients like Wells Fargo, Chase and GRate that led to lenders reporting **35% reduction** in appraisal turn times and higher customer retention.
- **CubiCasa**: A subsidiary company of Clear Capital - Redesigned Cubicasa's Floor Plan Editor, mobile app features and built design system from scratch.

UX/UI Designer - Healthcare Systems & Technologies, LLC

Mar 2019 - Feb 2020

San Francisco Bay Area, California

- Own end-to-end product design for **HST's eChart**, a charting software used by 10,000+ users at 86 surgical centers. Collaborate with Product & Engineering to help define product requirements and roadmap.
- Redesigned the Anesthesia Charting, Medication Sets Designer and Medical Illustration features for physicians that reduced task times by **over 50%**.
- Designed mobile experience for **HST's Patient Portal** reducing full-time equivalent costs for surgical centers by **\$50/hour**.

21st Century Fox: Fox Networks Group - UX Designer (Intern)

Los Angeles, California

Jun 2018 - Aug 2018

- Delivered recommendations for UX enhancement on Fox 's Salesforce Ad Sales platform through Contextual Inquiry and user testing sessions.
- Developed a UX strategy and best practices guide for Fox's enterprise products for use by the Product and Engineering teams.

EDUCATION

MS in Information Science:
Human-computer Interaction;

University of Michigan, Ann Arbor | Aug 2016 - Dec 2018

COURSEWORK

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

SKILLS

UX Methods

Interaction Design, Wireframing, Design Systems, Visual Design, Rapid Prototyping, User Interviewing, Usability Testing

Specialize In

Enterprise UX, Complex Datasets, Responsive Design, Systems Thinking, Visual Communication, Design Mentorship, B2B SaaS

Toolkit

Figma, Sketch, Adobe Suite, Axure, InVision, UserZoom, HTML/CSS & JavaScript, MS Suite

RECOGNITION

ACM Conference on Human Factors (CHI) 2018 Finalist

Designed a mobile app 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