

Work Experience

Sr. UX and Information Designer | Massachusetts Bay Transportation Authority (MBTA)

July 2024 – Current | Boston, MA

- Led **qualitative research** efforts including planning, interviews, synthesis, documenting/communicating results to advocate for user needs and deliver **accessible and inclusive design solutions** through high-fidelity wireframes, prototypes and design specifications. **Documented design decisions** to support development and future maintenance. Contributed to the upkeep of **ADA compliant design system**.
- Collaborated closely with - product and engineering to **ensure feasibility** and **identify risks early**; cross-teams designers to ensure **coherency, to knowledge share** and **to gather feedback** ; internal/external stakeholders to **align on goals**

Product Designer | SO Dsgn LLC

July 2023 – July 2024 | Remote

- Contributed to develop **user-centered web and mobile products** from early concepts through implementation for various clients including **Microsoft**. Participated in **design critiques and cross-functional reviews** to gather feedback

Founding UX Designer | Research Improving People’s lives (ripl.org)

Feb 2023 - June 2023 | Remote

- Designed** an end-to-end **administrative web tool** by translating **stakeholder needs** of **New Jersey Department of Labor** for public works contractors to submit payroll records online, previously, historically done on paper
- Developed **research plan** and led **usability testing** for Unemployment Insurance Claimants and **apply findings to improve UX** for state benefits program portal, **increasing inquiry by 15%**
- Conducted **design audits** and led **qualitative research** sessions to identify user pain points and re-designed experiences for state jobseekers.
- Introduced cross team design practices and rituals for **impactful & inclusive collaborations. Partnered with product managers, engineers, stakeholders** to define requirements, explore solutions, and align on product goals

UX Designer (Contract) | Recidiviz

Aug 2022 – Feb 2023 | San Francisco, CA

- Designed intuitive **UX flows for web** and **data visualizations** led by The Council of State Governments (CSG) and Bureau of Justice Assistance (BJA) for policymakers and researchers to navigate complex criminal justice data
- Responsible for creating **reusable UI components** while maintaining a consistent **design system** and implemented **WCAG, USWDS and ADA accessibility guidelines** to create consistent, responsive, and inclusive government-facing experiences

Product Designer (Internship/Capstone) | Bay Area Rapid Transit (BART)

Jan 2022 – March 2022 | San Francisco, CA

- Developed a 0-1 **mobile app experience** using BARTable’s database to encourage users to use public transportation
- Created **data visualization** in collaboration with Climate & Data experts as a part of the app experience
- Conducted **foundational user interviews** and evaluated designs for **usability, accessibility, consistency, and technical feasibility** before development handoff

Design Team Lead | BlackHat Hospitality

Nov 2018 – Jan 2020 | Pune, India

- Led a team of 6+ junior designers** to develop **print (OOH, onsite)** and **digital (web, emailers) design** for 10+ hospitality clients that included Ritz Carlton, Marriott Bonvoy, Hilton and other small hospitality businesses in the Pune metropolitan

Graphic Designer | Culture Machine

Aug 2016 – Aug 2018 | Mumbai, India

- Created **visual concepts, branding, digital assets, presentations, and marketing materials** for clients across multiple industries for India’s then leading media house.

Education

M.Des in Human-Computer Interaction

California College of the Arts, San Francisco

B.Des in Communication Design

National Institute of Fashion Technology, Mumbai

Skills

Design UX, Systems design, Service design, Accessibility/Inclusive design, Wireframing, Information design, Design systems, Prototyping, Heuristic analysis, Design QA, Design specifications, Data visualization, Graphic design, Illustration

Research Qualitative & Quantitative user research, Usability testing, Research planning, User interviews, Affinity mapping, Journey mapping, Competitive analysis, Research synthesis

Soft Skills Cross-functional collaboration, User advocacy, Systems thinking, Story-telling, Stakeholder alignment

Tools Figma, Adobe Creative Suite, Asana, Miro, Slack, Notion

Achievements

Graphis Design Awards 2025, Adobe Creative Jam Winner 2022, Merit Scholarship at California College of the Arts (CCA) 2021