

NIRANJAN KRISHNAMURTHI

EXPERIENCE

Park Assist. User Experience Research Consultant

PRESENT

I developed a comprehensive research plan at Park Assist in collaboration with key stakeholders based on the product development stage, unanswered questions as well as customer insights. Onsite usability tests were performed to surface issues with current products with findings presented to the development team. Field studies of kiosks were conducted with relevant findings on how to improve the overall experience. Exploratory interviews were conducted with target customers to understand their goals and generate ideas for future product development.

Inkling Systems Inc. User Experience Researcher

2010-2012

I worked closely with the teams from design, content, marketing and management to identify areas in which research on the e-reading experience was to be conducted. I facilitated all user research programs, including but not limited to exploratory research, usability tests, surveys, rapid prototyping and brainstorming sessions. Working closely with designers, I helped craft experience work flows and feature prioritization based on research findings. I also advocated for accessibility features, working with engineers to provide a functional reading experience for disabled users.

Office of the Patient Advocate, California. User Experience Research Consultant

2013

I worked with the Public Health Department at UC Berkeley to conduct usability tests on the Office of the Patient's Advocate's beta website that was to be launched alongside California's adaption of universal healthcare. Working with patient advocates, I developed a usability script and conducted usability tests on potential customers followed by a detail report on issues found.

Aaron Marcus + Associates. User Experience Analyst

2008-2009

I conducted research and co-authored a published article for HCI International 2009. Working in a team, I helped design a logical and intuitive personal finance management user interface prototype for a client using extensive knowledge of customer needs and goals. Through interviews with clients and their customers, I identified the needs for California Cancer Registry's portal to increase usability and efficiency.

AWARDS

Maker Faire 2010 Editor's Choice

Kill-a-liter, a faucet that requires physical labor for extra water to serve as a reminder that we take this precious resource for granted.

PUBLICATIONS

A. Marcus, N. Krishnamurthi. Cross-Cultural Analysis of Social Network Services in Japan, Korea and the United States. 2009 Proceedings of the International Conference on Internationalization, Design and Global Development, HCI International 2009, San Diego, CA.

QUALIFICATIONS & SKILLS

Usability Testing
Field Studies
Contextual Inquiry
Generative Research
Survey Deployment
Paper Prototyping
Visual Prototyping
Brainstorming
Omnigraffle
Omnioutliner
Illustrator
Indesign
Tableau
Video Editing

EDUCATION

*UNIVERSITY OF
CALIFORNIA AT BERKELEY*

Master in Information
Management and
Systems (2011)

*ROCHESTER INSTITUTE OF
TECHNOLOGY*

Master of Science in
Computer Engineering
(2007)

Bachelor of Science in
Computer Engineering
(2005)

CONTACT INFORMATION

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