

DUSHYANT SHRIKHANDE

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KEYWORDS

User Experience Design, Usability Testing, User Research, Information Architecture, Ethnography, Interface Evaluation, Formative and Summative Evaluation, and Testing, In-person and Remote Testing, Automotive Usability Testing.

EDUCATION

- **Master of Science in Human-Computer Interaction**
GPA 3.89/4.00

School of Informatics and Computing, Indiana University- Indianapolis

- **Bachelor of Engineering- Computer Engineering**
First-Class Graduate

University of Mumbai, Mumbai, India

RESEARCH SKILLS

Formative and Summative Testing, Heuristic Evaluation, Cognitive Walkthrough, Affinity Diagramming, Usability Studies, In-person and Remote Testing, Ethnography, Contextual Inquiry, Persona Creation, Scenarios, Rapid Prototyping, A/B Testing, Wizard of Oz testing, Card Sort, AAM Guidelines Testing, Static and Dynamic In-Vehicle Usability Evaluations.

TECHNOLOGY SKILLS

Adobe Creative Suite (Photoshop, InDesign, Illustrator, Premiere Pro), Balsamiq, Axure RP Pro, Sketch App, Techsmith Morae, R Studio.

WORK EXPERIENCE

UX Researcher, iHeartMedia. Nashville, TN

April 2020 - Present

- I work with the User Experience Design (UXD) team to develop and facilitate research. I am also responsible for maintaining records of all research that is conducted, in order to facilitate meta-analyses.
- I work with partner teams that operate with over 250 different platforms, including web, mobile, OTT platforms, Smart Speakers, and Automotive.
- I also work in tandem with the Data Analytics teams- while they conduct quantitative research such as Surveys and A/B tests, I run qualitative tests in parallel to ensure that the research conducted is well-rounded and that the partner teams have a holistic understanding of the data before making design decisions.

Human-Centered Design Associate, Lextant, Corp. Columbus, OH

June 2016 - April 2020

- I have Co-lead over 25 research projects across various domains and clients. This includes gathering requirements, formulating research questions, creating testing methodologies, conducting the evaluations, performing data analysis, and presenting the findings to the clients in the form of reports and in-person presentations.

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- I have conducted one-one and focus group interviews, gathered data using a variety of research techniques including qualitative comments, usability metrics (SUS, Likert scales, etc.), and Card Sorting.
- The majority of my experience has been working with major US-Based Automotive clients, conducting usability evaluations and competitive evaluations of in-car infotainment systems, in-vehicle controls, and Advanced Driver Assistance Systems (ADAS).
- I have facilitated specialized automotive research including AAM Guidelines testing, Simulator based driver distraction testing (LCT-Tests, Occlusion Tests), and Dynamic driver testing (real-time driving scenario).
- I conducted Contextual Inquiries in car dealerships to assess the key breakdowns that occur in the vehicle service writeup process when a vehicle is brought to the service section, which helped improve the design of a tablet-based solution to streamline the writeup process.
- For a major US-Based automotive client, I took data obtained from an open card sort and used a hierarchical agglomerative clustering algorithm to elucidate the mental models of users of ADAS in modern vehicles. This was used by the client to inform their ADAS feature strategy for upcoming vehicles (Model Years 2021 onwards).

UX Intern, Branchfire, Inc. Chicago, IL

August 2015 - December 2015

- I worked with the UI design and Project Management team to improve the User Experience of the iAnnotate and Folia web-based and mobile applications.
- I conducted expert evaluations using Heuristic Evaluations and Cognitive Walkthroughs of the iAnnotate system on the web and mobile platforms.
- I also conducted secondary research about interaction design for annotation applications for the Folia system which helped inform their feature and update strategy for future iterations.
- Provided solutions to design issues through detailed expert reports, which contained the expert evaluation detailed findings, recommendations, and low fidelity wireframes that visualized proposed solutions.

School of Informatics and Computing, Indiana University, Indianapolis

August 2014 - May 2016

Graduate Assistant – Usability Evaluation Methods

- As one of the top-scoring students in the Interaction Design Methods class, I was offered the opportunity to be the Graduate Teaching Assistant for the class in the fall 2015 semester.
- I helped elucidate the concepts of Heuristic Evaluations, Cognitive Walkthroughs, and Usability Evaluations to the new students, and evaluated their test plans, participant recruits, final reports, and final in-class presentations.
- I also graded assignments and assisted the students through in-person meetings and email. One of the students I assisted was a student with a learning disability.

Research Assistant

- Assisted Dr. Stephen Volda with his research on Notification Ecologies for Wearable Devices.
- I aided in the design of the Usability Tests and conducted a pilot test, after which I conducted and observed numerous Usability Tests.
- I co-authored a research deliverable at the end of my independent study, titled “Challenges, Feedback & Notifications: Empirical Explorations to Inform the Design of Interfaces to Motivate and Encourage Long-Term

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Personal Informatics Use”, which was published in the proceedings of the Ubiquitous Computing Conference, UbiComp ’15. It can be found here: <http://dl.acm.org/citation.cfm?id=2800964> .

PUBLICATIONS

- "Challenges, feedback & notifications: empirical explorations to inform the design of interfaces to motivate and encourage long-term personal informatics use." By Vaida, Stephen, Yuan Jia, Dushyant Shrikhande, Alex Chambers, Joe Dara, Abdulaziz Alderhami, Kunal Bodke, and Jessica Despard.

In Proceedings of the 2015 ACM International Joint Conference on Pervasive and Ubiquitous Computing and Proceedings of the 2015 ACM International Symposium on Wearable Computers, pp. 1081-1086. ACM, 2015.