Ravi Jangir

ravijangir-work.github.io

+1 (312) 785 3252

rjangir@iu.edu

Product designer with 2+ years of experience crafting delightful and intuitive digital experiences, backed by a strong foundation in mixed-research methods

WORK EXPERIENCE

Rubrik, Palo Alto - *UX Research Intern*   Jun '24 - Aug '24

- Led user research to evaluate UX and usefulness of **Rubrik's Ruby GenAI** beta feature for generating Help Center summaries. ↗
- Conducted 5-day diary studies with **6 participants**, gathering 17 responses on their interactions with Ruby, followed by in-depth interviews to ask follow up questions on collected responses.
- Analyzed qualitative data on Dovetail, identified **6 key pain points.** Proposed impactful design enhancements focused on **transparency**, **explainability**, **personalization**.
- Discovered **4 new use cases** where Ruby AI can be integrated in the product influencing **product strategy for the next 2 quarters**.

Postman, Bengaluru - *Product Designer*   Jul '22 - Jul '23

- Spearheaded the design of a new assistive API authorization experience, making the process of sending API requests easier and faster. User testing with 9 participants **resulted in a 21.2% reduction in failed requests**. ↗
- Strategized and designed a system to deliver monthly performance insights and quality improvement suggestions to API producers, **resulting in a 15.2% increase in API Forks**. ↗
- Revamped the public API network by collaborating with Product Managers and Data Analysts to show more engaging content using ML models, **resulting in a 29.1% boost in the click rate on public network pages**. ↗
- Designed UI card components for Postman's design system, **reducing developer-reported UI issues by 12.1%.**
- Designed a verified icon and style guide for verified teams with contextual nudges, **boosting their discovery by 5.8%**. ↗

Postman, Bengaluru - *Product Design Intern*   Apr '23 - Jul '23

- Designed a unified team profile for API producers, enhancing their ability to showcase and customize their work. ↗
- Developed milestone notification emails with quality enhancement suggestions for API producers and designed visually appealing milestone thumbnails to enhance social media promotion.

Marsh McLennan, New York - *UX Design Intern*   May '21 - Aug '21

- Created a responsive e-learning website **benefiting 40k+ employees of** Marsh McLennan in learning a new communication platform.
- Enhanced website usability through testing with **5 participants** and established research templates, guidelines, and **5 KPIs for performance evaluation,** ultimately **achieving an 81.2% satisfaction rate among users**.

SELECTED PROJECT

GenAI Suggestive System, IDC Design Project   Aug '21 - Mar '22

- Conducted mixed-qualitative research through **14+ remote trials** to investigate the influence of next-phrase AI suggestions on writers' processes. ↗
- Designed **human-AI suggestive systems** focussing on **personalization**, **explainability**, **customization**, & **strategic sampling**.
- Co-authored a research paper which was awarded '**Best Honorable Paper Mention**' by ACM IUI 2023 at Sydney.

EDUCATION

Indiana University - Bloomington

Bloomington, USA   2023-25

MS in Human Computer Interaction
GPA: **4.00**/4.00

Indian Institute of Technology Bombay

Mumbai, India   2018-22

Major: B.Tech Chemical Engineering
GPA: **3.80**/4.00

Minor: Industrial Design Centre
GPA: **4.00**/4.00

SKILLS

Design

Sketching, Information Architecture, Wireframes, Visual Design, User Experience Design, Interactive Prototypes, User Flows, Mock-ups, Storyboard, Design System, Inclusive Design, Accessible Design, Service Design, Rapid Prototyping, Brand Identity, Spatial Design, AR/VR.

User Research

Contextual Inquiry, User Interviews, Surveys, Market Research, Statistical Analysis, Affinity Mapping, Heuristic Evaluation, Usability Testing, Co-design.

Tools and Code

Figma, Sketch, Adobe Creative Suite, R, Python, Tableau, MySQL, Dovetail, HTML, CSS, JavaScript, C++.

LEADERSHIP

Techfest, Creatives Manager ↗

- Led a team of **50+ IITians** for envisioning & executing the design strategy of the **first ever virtual festival**.
- Designed sci-fi theme-based Techfest's Official Website, **4.7 Million+ Hits**.

PUBLICATIONS

Conference on Intelligent User Interfaces, ACM IUI 2023 ↗

Interacting with Next-Phrase Suggestions: How Suggestion Systems Aid and Influence the Cognitive Processes of Writing