Dharini Chandrashekar

DMV Area (Open to Relocation) | linkedin.com/in/dharinichandrashekar | dharini.chandrashekar@gmail.com | dharinichandrashekar.com

EDUCATION

University of Maryland - College Park, M.S. in Human-Computer Interaction — *August 2022 - May 2024*

Visvesvaraya Technological University, B.E. in Electrical and Electronics Engineering — *August 2014 - June 2018*

WORK EXPERIENCE

College Park City-University Partnership — **College Park, MD, USA**
User Experience Intern — *September 2024 - present*
- Managed end-to-end redesign of the official website using WordPress with WCAG accessibility standards to boost site traffic.
- Utilized user research methods such as interviews, surveys, card sorting, and A/B Testing to troubleshoot usability issues.

SREAL Synthetic Reality Lab, University of Central Florida — **Orlando, FL, USA**
Research Assistant (User Experience) — *June 2024 - Present*
- Influenced the UX design for Virtual Experience Research Accelerator (VERA) tool, defining onboarding and data collection interfaces.
- Collaborated with researchers and developers to build a custom Design System with a focus on accessibility and usability.

University of Maryland Extension — **College Park, MD, USA**
Digital Navigator — *December 2022 – July 2023*
- Optimized workflow diagrams and training protocols to standardize operations for the early-stage Digital Literacy Program.
- Developed training materials for assistive technology devices such as BlindShell, enabling visually impaired users.
- Provided technical assistance to a diverse audience, resolving over 90% of inquiries at the Marylanders Online Call Center.

Accenture Limited — **Bengaluru, India**
UX Researcher — *March 2022 – August 2022*
- Enhanced the UX design and research of a Hiring Management Application, projecting a 22% increase in recruiter efficiency.
- Conducted research with over 50 recruiters, gathering actionable insights to inform persona creation and optimize user flows.
- Developed UX research playbook to standardize research methodologies across teams, improving consistency in UX processes.

Bosch Global Software Technologies Limited — **Bengaluru, India**
Software Engineer — *August 2018 – September 2021*
- Defined software requirements for Engine Control Unit (ECU) products, collaborating with teams to improve product reliability.
- Diagnosed and resolved issues for two-wheeler engines through root cause analysis, increasing operational efficiency by 20%.
- Trained and mentored 10+ junior engineers, offering technical and professional guidance and improving team performance.
- Collaborated cross-functionally with international teams, ensuring smooth communication between multiple stakeholders.

PROJECTS

Streamlining the Recycle Bin Delivery Process – UX Researcher and Designer — *September 2023 - May 2024*
Delivered the Bin Delivery System for the Department of Environmental Protection at Montgomery County Government using end-to-end user research, optimizing bin requests in the internal Case Management System and reducing processing time by 40%.

Evaluating Efficacy of Virtual Reality Therapy – UX Researcher and Developer — *March 2024 – May 2024*
Utilized Unity to simulate phobia scenarios in immersive VR environments, gathering qualitative and quantitative data from 15 participants through structured interviews, surveys, and real-time observations to evaluate VR therapy efficacy.

Exploring Statistical Trends in Music – Quant UX Researcher — *October 2023 – December 2023*
Conducted quantitative UX research on a Kaggle dataset, using data visualization libraries in Python to present music trends in user preferences and how these preferences evolved, supporting the development of AI-driven music recommendation systems.

SKILLS & TOOLS

Research & Analysis: Qualitative and Quantitative Research, Data Analysis, Data Visualization, Statistical Analysis, ANOVA.
Design: User Interviews, Surveys, Affinity Mapping, Contextual Inquiry, Competitive Analysis, Usability Testing, Card Sorting, A/B Testing, Storyboarding, Journey Mapping, Personas, Heuristic Evaluation, Information Architecture, Wireframing, Prototyping, Accessibility Testing.
Operational Skills: Workflow Optimization, Stakeholder Collaboration, Project Management, Documentation and Training.
Coding: SQL, Python, R, C, C#, HTML, CSS, JavaScript, Agile Methodology.
Tools: Figma, Qualtrics, Adobe Creative Suite, Zoom, Power BI, Excel, VS Code, Tableau, Unity, Spline, GitHub, Jira.
Certifications: Google UX Design Certificate, CITI - Social Behavior and Research Training, Meta AR Developer.

ACHIEVEMENTS AND RECOGNITION

Graduate Teaching Assistantship, College of Information Studies, UMD — *July 2023 – May 2024*

Grand Prize Winner, UMD iSchool Info Challenge 2023 — *March 2023*