

Swapnil Chandra

Product Designer

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SUMMARY

Product Designer expert with 5+ years of experience in creating engaging and intuitive user experiences for users by combining design, psychology, and technology. I aim to understand user needs and behaviors and use that knowledge to design interfaces, products, and services that meet those needs. With a focus on empathy and creativity, I strive to create meaningful and innovative solutions that delight users and drive business success, and am seeking a Senior UX Designer.

SKILLS & TOOLS

- **Qualitative Skills:** Human-Centered Design | Critical Thinking | Interaction Design | Visual Design | Problem solving
- **Tools:** Sketch | Figma | Adobe XD | Invision | Balsamiq | Material Design | User Research | JIRA - Agile | A/B testing
- **Prototyping Skills:** Low-Fidelity | High-Fidelity | Rapid Prototypes | Storyboarding | Wireframes | Android, IOS, Web

PROFESSIONAL EXPERIENCE

UX Designer (AI Product Suite) | Apple Inc. via Pinnacle Group

May 2023 – Current

Supported Apple Inc. in including Generative AI in their Bot Building tool

- Designed for generative AI solutions, employing strong strategic research, end-to-end design process, and coordinating consistency between different products
- Spearheaded Design Library inclusion for the Bot Builder platform, by getting Business, Product and Development buy in, and coordinating with Designers

UX Designer (AI Product Suite) | LivePerson

Sep 2021 – Mar 2023

LivePerson is a Contact Center leader, providing AI solutions to build chat bot along with products for agents.

- Led the UX Strategy and shipped the Redesign the Bot Building process, by collaborating with Head of Product, VP of Conversation AI and cross-functional teams, requested by 50+ brands in the brand-partner event in Aug '22.
- Introduced Voicebots UX Strategy and design principles, by collaborating with the Head of Product and VP of Voice at LivePerson, used by 5+ brand partners

UX Designer (Integrations and Developer Portal) | RingCentral

Jun 2018 - Sep 2021

RingCentral is a cloud-based communication and collaboration platform that provides businesses with VoIP tools.

- Established RingCentral Integrations product suite for CRM, Productivity, Education and Healthcare industry apps like MS teams, Salesforce, Zendesk, United Healthcare, Google Chrome, Google Calendar catering to over 20+ brands.
- Collaborated with VP of Integrations and team of 4 GPMs as stakeholders for a total of 2+ years, delivering seamless and intuitive designs

UX Design Research Assistant (Google sponsored) | Indiana University

Feb 2017 - May 2018

Supporting the visually impaired with a virtual screenless keyboard to help them type intentionally

- Collaborated with Department of Human Centered Design to create designs for Mayo band to create designs for a virtual keyboard for the visually impaired
- Created conceptual application screens that resulted in a Google grant

UX Design Intern (Riley sponsored) | Indiana University

Aug 2016 - May 2018

Support children through a MRI scan using a interactive Virtual Reality Application to prepare them

- Designed for intuitive & interactive Virtual Reality Application and website for providing helpful tips to children using Figma and Photoshop. User tested with 50+ participants (age 3-8), using Figma
- Collaborated with MD of Pediatric Neurology, Riley Physicians, for close to 2 years, Project chosen as a saleable project by IURTC, IN at IUPUI 2018

EDUCATION

Indiana University - Masters of Science in Human - Computer Interaction | GPA: 3.9/4

May 2018

Pune University, India – Bachelor of Engineering: Computer Engineering

June 2015