Ravi Jangir

https://ravijangir.framer.website

+1 312 785 3252

rjangir@iu.edu

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

EDUCATION

Indiana University, Bloomington, Indiana, USA — August 2023 – May 2025
Master of Science (MS) in Human Computer Interaction and Design | **4.00**/4.00

Indian Institute of Technology (IIT) Bombay, Mumbai, India — July 2018 – May 2022
Bachelor of Technology (B.Tech.) in Chemical Engineering | **7.84**/10.00, Minor in IDC School of Design | **8.80**/10.00

WORK EXPERIENCES

Rubrik, Palo Alto – *UX Intern* — June 2024 – August 2024
- Conducted user research to evaluate Ruby GenAI's beta feature, uncovering **6 pain points** and improving transparency, personalization, and context awareness, **boosting satisfaction by 30.8%**. ↗
- Strategically identified **4 new AI integration use cases**, shaping product strategy for the next 2 quarters.
- Designed AI-driven solutions to simplify troubleshooting and automate support ticket creation, improving user experience.

Postman, Bengaluru – *Product Designer* — July 2022 – July 2023
- Spearheaded the design of a new assistive API authorization experience, making the process of sending API requests easier and faster. Led user testing with 9 participants, **resulting 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 5.2% increase in API Forks**. ↗
- Revamped the public API network by collaborating with Product Managers and Data Analysts to show more engaging content using Machine Learning (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* — April 2022 – July 2022
- Designed a unified user 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 OG images to enhance social media promotion.

Marsh McLennan, Mumbai – *UX Design Intern* — May 2021 – August 2021
- Created a responsive e-learning website **benefiting 40k+ employees** in learning a new communication platform.
- Improved website UX through user testing, **setting 5 KPIs**, and boosting **user satisfaction to 91.2% among users**.

Incluzon, Mumbai – *UI/UX Design Intern* — September 2020 – December 2020
- Delivered **20+ high-fidelity app screens** using a user-centered design process, supporting an early-stage startup.
- Designed an educational app for college students' job preparation, balancing business and user goals with stakeholders.

ACADEMIC PROJECTS

GenAI Suggestive System, HCI Lab, IDC School of Design — August 2021 – March 2022
- Conducted mixed-method research to analyze the influence of next-phrase AI suggestions on writers' writing process. ↗
- 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.

Gamification in Jellow App, Studio Project, IDC School of Design — August 2021 – November 2021
- Designed a multilingual educational game to help kids with learning disabilities in learning & memorizing sentences. ↗
- Created a personalized visual experience featuring 8+ Indian cultures, integrating an engaging storyline to connect the kid's environment with learning materials using semantic encoding principles.

SKILLS

Design: Sketching, Storyboarding, Information Architecture, User Flows, Wireframes, Interactive Prototypes, Mock-ups, Visual Design, User Experience Design, Design System, Inclusive Design, Accessible Design, Iconography, Colors, Typography.

User Research: Contextual Inquiry, User Interviews, Surveys, Statistical Analysis, Affinity Mapping, Heuristic Evaluation.

Tools & Code: Figma, Sketch, Adobe Suites, R, Tableau, MySQL, HTML, CSS, JavaScript, C++, Dovetail, Lucidchart.