

# Tejas Nagmoti

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## WORK EXPERIENCE

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### User Experience Designer

*Drexel University*

**Apr 2024 - Current**  
*(Remote) Philadelphia, PA*

- Conducted in-depth literature reviews and thematic analysis on the applications of AI in UX design, synthesizing insights to inform user-centered design strategies and improve feature development
- Analyzed qualitative and quantitative data to derive actionable insights for improving user flows, enhancing usability, and driving data-informed design decisions
- Synthesized findings from key studies on AI's impact on accessibility and personalization in UX, contributing to narrative reviews that positioned the research at the forefront of advancements in the field

### User Experience Designer

*Dreamz Rent-A-Car*

**Jun 2023 – Dec 2023**  
*Philadelphia, PA*

- **Collaborated with cross-functional teams**, including stakeholders and developers, to conceptualize and deliver an intuitive Rental Car mobile application
- **Revolutionized Dreamz Rent-A-Car's communication system** by transitioning from WhatsApp and phone calls to a fully functional mobile application, significantly enhancing booking verification accuracy and response times
- **Conducted comprehensive research**, including stakeholder interviews, user surveys, and competitor analysis, to address miscommunication challenges, streamline booking process, and improve operational efficiency
- **Designed 100+ app screens** with a focus on accessibility, including Arabic language support, enabling clearer communication and faster navigation, which reduced customer inquiry time by 40% and boosted user engagement
- Achieved a **30% increase in booking efficiency** and a **25% improvement in customer satisfaction** by addressing communication gaps, and integrating key features like real-time chat and multiple language selection

### Graduate Deans Ambassador & Marketing and Community Engagement Coordinator

*Drexel University*

**Apr 2023 – Dec 2023**  
*Philadelphia, PA*

- **Guided 50+ current and prospective students** from diverse backgrounds through their academic journeys, enhancing their experience and streamlining academic processes through targeted advising and support
- Collaborated with Business Services to **benchmark 50+ university websites**, improving information architecture, accessibility, and content layout to enhance Drexel's website user experience
- Partnered with the Housing Department to design an informative booklet using Adobe Creative Suite, consolidating key details on eateries, security, and libraries to enhance student safety and living experience

### User Experience Designer/ Tech intern

*Power Control Technology & System Pvt. Ltd*

**Jan 2022 – May 2022**  
*India*

- **Redesigned customer training manuals** to enhance usability, reducing customer training time by 30% and improving overall customer retention
- **Analysed company data and created dynamic visualizations** in Power BI for stakeholder meetings, enabling data-driven decisions that significantly lowered operational costs

## SKILLS & LANGUAGES

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**UX Specialities:** Wireframing, Prototyping, Visual Design, Qualitative Research, Quantitative Research, Inclusive Research, A/B Testing, Stakeholder Interviews, Competitive Analysis, Heuristic Evaluation, Product Strategy, Information Architecture, User Testing, Agile (Scrum)

**Design and Research Tools:** Sketch, Figma, Invision, Zeplin, Adobe Creative Suite, Miro, Useberry, Qualtrics, Google Analytics, Wordpress

**Languages:** HTML, CSS, JavaScript, Python

**Certifications:** Google Generative AI, UX Research for Agile teams

## **EDUCATION**

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**Master of Science in Human Computer Interaction and User Experience**

*Drexel University*

*Modules: Human AI Interaction, Web Design, UX Research Methods, Designing with Data, Social & Collaborative Computing*

**Sep 2022 – Dec 2023**

*Philadelphia, PA*

**Bachelor of Computer Engineering**

*Savitribai Phule Pune University*

**Aug 2018 – May 2022**

*Nashik, India*