NISHITA MUHNOT

A User Experience (UX) Strategist and Design Thinker with 10 years of experience across multiple industries.

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Mauritius

EDUCATION

Master of Human-Computer Interaction (HCI)
Carnegie Mellon University, USA
(+ Capstone project with Expedia)

4.02/4.33 | 2012 - 2013

B.E Information Science
RV College of Engineering, India

Distinction | 2006 - 2010

SKILLS

Design

Workshop Facilitation | Journey Maps
Experience Strategy | Accessibility
Information Architecture | Task flows
Design Systems | Prototyping | Figma

User Research

User Interviews | Contextual Inquiry
Diary Study | Card Sorting | Surveys
User Profiles | Usability Testing
Heuristic Evaluation | Business metrics

Project Management

Jira | Trello | Excel | MS 365 | G suite

Languages

English | Hindi | French (A1)

INTERESTS

Sustainability | Photography | Travel

WORK EXPERIENCE

Zalando, Senior Designer | Berlin, Germany, Sept'21 – Aug'23

Fashion e-commerce. Facilitated workshops and worked on experiences such as product discovery, checkout, delivery.

Worked on a circularity diary study to understand the use of clothes, care, purchases, disposal and attitude-behaviour gap.

Microsoft, Designer II | Hyderabad, India, Sept'19 - June'21

Designed for Edge, the new browser. Led design sprints and helped define the vision for education on the browser. Worked on tools such as Immersive Reader, Citations, and Edu Collections. Mentored junior designers.

Accessibility champion and winner of the customer obsession award for improving the accessibility design process.

Local chapter lead for Microsoft's sustainability community.

BuzzOnEarth, UX Consultant | Bangalore, India, Sep'18-July'19

Eco start-up. Designed a sustainable shopping mobile app that rates products on multiple environmental and social factors.

Jocata, Design Lead | Bangalore, India, Jan'18 - Jan'19

Fintech start-up. Led the design of consumer and enterprise applications for clients such as American Express, Tata Capital.

Set up the design department- established processes, recruited designers and built a design thinking culture.

IBM, UX Designer | Austin, USA, July'16 - Dec'17

Designed the data preparation experience for Watson Data Platform. Recruited users and led usability tests.

1stdibs, Interaction Designer | New York, USA, Sept'13 - July'14

E-commerce for antiques. Designed the experience for dealers to manage inventory, payments and interact with customers.

Microsoft, Support Engineer | Bangalore, India, July'10 - June'11

Supported SharePoint for premier North American customers.