

Ketan Rajput

User Experience Designer

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Work Experience

MDLIVE / UX Architect

AUG 2016 – PRESENT, SUNRISE, FL

Lead the design team and collaborate with product managers, developers, stakeholders and marketing team to execute UX, UI & interaction design for MDLIVE's mobile app and web portal used by 22 million patients and providers. Spearhead user testing and translate research findings into actionable design improvements.

Led the design team to architect and plan the integration of Breakthrough.com's behavioral health platform into MDLIVE. Mentor and guide junior designers, create personas, user flows, interactive prototypes for various B2B and D2C projects.

Frugal Innovation Labs / UX Designer

SEP 2015 – AUG 2016, SANTA CLARA, CA

Designed and developed a hybrid web and mobile application for Catholic Charities of Santa Clara County with a user base of 4K+ visitors. Designed an interactive prototype for a Nonprofit's social networking platform connecting Lupus Patients.

Guidewire / Content Management Intern

JUL 2015 – SEP 2015, FOSTER CITY, CA

Redesigned internal customer portal to deliver a more usable and delightful experience. Conducted benchmarking on product features and design. Created user flows, concept sketches & visual design.

Santa Clara University / UX Researcher

SEP 2014 – JUL 2015, SANTA CLARA, CA

Research on applying cognitive psychology principles in user-experience design. Performed usability evaluation comparing Lyft and Uber. Conducted a focus group on multilingual web search with participants from 5 countries.

Education

Santa Clara University / MS CS

SEP 2014 – MAY 2016, SANTA CLARA, CA

Mumbai University / BS CS

AUG 2009 – MAY 2013, MUMBAI

Nielsen Norman Group / UXC

Interaction Design, JUN 2018, SAN FRANCISCO, CA

Stanford Continuing Studies / CS 58

Mobile Learning Design, JAN 2017, PALO ALTO, CA

Skills

Design: Interaction design • UX Strategy • Information Architecture • User flows • Concept sketches • Wireframes & mock ups • Site Maps • User Journeys • Scenarios • Card Sort • Storyboarding • Heuristic Evaluation • Style guides & pattern library

Prototyping: Rapid prototyping using Sketch & Invision • Interactive flow with HTML/ CSS/ JS • Rapid Wireframing using Lucidchart • High fidelity visual design

Research: Data analysis (Google Analytics & Tableau) • Task analysis & persona hypothesis • A/B Testing • User Testing • Field & diary study • Cognitive walkthrough

Community Engagement: Organizing and volunteering for meetups by IxDA Miami, The IA institute San Francisco, UXD Silicon Valley