

NIKHIL DAS

Product Designer at Uber

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Work Experience

PRODUCT DESIGNER, UBER

Jan 2022 - present, Bangalore

- Spearheading the design for CO -Customer engagement pillar (Jan 22 - Jan 23)
- Led design for the 'Uber for Business' Admin dashboard used by 10K organisations worldwide. (Jan 23 - Present)

UX DESIGNER, PAYPAL

Aug 2018 - Dec 2021 , Bangalore

Redesign Activity

- Conducted user research to identify the pain points costing the company \$70M
- Conducted design sprints and user testing sessions on concepts in San Jose research lab
- Collaborated with Analytics, Content, Engineering, and Product teams

ETA tracker for transactions:

- Introduced trackers for pending and refund transactions
- \$2.12 million in total cost savings
- 13.12% contact rates reduction

Search for App (Android and iOS):

- Designed search and suggestion experience
- 154,000 search feature adoptions in 7 days

SENIOR UX DESIGNER, VERIZON

Oct 2014 - Jul 2018 , Chennai

Unified user interface: Created a new-look Task Management System for our global network and technology users

Site survey: Built a hybrid mobile app with enhanced navigation and tactile interaction for site surveys

Education

IDC, IIT MUMBAI

Jun 2012 - Jun 2014, Mumbai

As a Master in Industrial design student, I worked on many interesting on-ground projects such as:

- Accessibility system for Ajanta caves (UNESCO heritage site)
- Household Aquaponics system, and
- Study in terracotta handicrafts at Shantiniketan, West Bengal.

UNIVERSITY OF CALICUT

Jun 2005 - Jun 2009, Calicut

B.Tech in Automobile Engineering

Skills

TOOLS

- Figma
- Sketch
- Adobe Creative Suite
- Framer
- Balsamiq
- Invision
- Invision Studio
- 3D Modeling

PROCESS

- Low to high fidelity design & prototyping
- Personas creation
- Sketching
- Storyboarding
- Wireframing
- User research & Usability testing