

Priya Jain

User Experience Designer

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Professional Summary

UX Designer with 5 years' experience and an MS in Human-Computer Interaction (HCI), crafting user-centered digital experiences across SaaS, Healthtech, AI-driven platforms, E-commerce, and Education that balance user needs with business goals. Adept at blending user research, interaction design, and accessibility with emerging technologies like AI-powered personalization and content optimization. Proficient in Figma, Miro, Notion, and front-end technologies. Known for strong collaboration, adaptability, and stakeholder management, contributing to cross-functional teams and outcomes that drive impact.

Work Experience

UX/UI Designer | University of Maryland

06/2023 - 08/2025

- Designed and launched **20+** academic websites to resolve **usability, accessibility, and content gaps**, boosting site traffic by 18%
- Integrated **AI-powered search** and **content recommendation tools** to help users quickly locate relevant academic resources, improving content discoverability by 22%
- Conducted stakeholder interviews and usability testing to refine wireframes, user flows and improve **task completion rates**
- Launched **15+** WCAG-compliant sites using Figma, WordPress, and HTML/CSS, aligned with **the design system** for brand consistency
- Optimized **20+ user flows** and restructured **content architecture**, reducing navigation friction and **bounce rate** by 12%
- Collaborated with developers in Agile sprints to ensure accurate **design handoff** and on-time delivery
- Delivered **research-driven UX solutions** that improved **user satisfaction** and usability by 15% among students and faculty

Product Designer | University of Maryland

08/2023 - 12/2023

- Led product design for the Center for Art, Design, and Visual Culture, improving donation clarity and reducing **drop-offs** by 20%
- Transformed user and stakeholder **feedback** into actionable UX priorities, aligning features with **business and user goals**
- Mapped **user mental models** and designed streamlined **donation flows** using survey insights, boosting **clarity** by 15%
- Researched 10+ gallery platforms to benchmark **best-in-class interaction patterns**, elevating design quality and usability
- Evaluated WordPress, Webflow, and internal CMS to recommend the most scalable and technically **feasible platform**
- Built high-fidelity wireframes and **interactive Figma prototypes** to validate usability and increase **donation conversions**

Senior UX Systems Engineer | Infosys

05/2018 - 04/2021

- Led the UI and Interaction design for cloud-based RPA dashboards in the **Automation Anywhere SaaS platform**, reducing manual tasks and increasing **operational efficiency** by 20%
- Collaborated with developers, QA, and PMs to align system logic with user needs in a **multi-tenant SaaS environment**, resulting in smoother and intuitive interfaces
- Conducted usability testing and regression analysis, identifying friction points, and improving **dashboard performance** and **cloud responsiveness** by 10%
- Delivered solutions across multiple domains - **Supply Chain, Inventory Management Services, and Manufacturing** - ensuring compliance with industry regulations and aligning designs with diverse user needs
- Built and **resolved critical bugs** across **150+** automation bots, applying UX principles like error prevention and feedback clarity to improve functionality and **user trust in a web-based interface**, reducing error rates
- Mentored and onboarded engineers, documenting workflows and fostering collaboration to boost **cross-functional efficiency** and **scalable SaaS design knowledge**

Academic Projects

Product Designer | Hormone Harmony

- Designed a **healthtech app** from **concept to prototype**, applying **modular product thinking** and **user-centered design** for PCOS
- Led **UX discovery** through **user interviews, empathy mapping, and behavior analysis** to define core features like cycle tracking, personalized nutrition plans, and community support
- Built a **scalable design system** and **interactive Figma prototypes**, increasing task success rate and positioning the product for **subscription-based monetization** in a **B2C SaaS** model

Skills

Design Skills: Visual & UX Design • Wireframing • Prototyping • Design System • Usability Testing • App Design • UX Principles • User Research • Persona • AI-driven UX Enhancements • Competitive Analysis • Empathy Mapping • Accessibility (WCAG)

Technical Skills: Figma • Miro • WordPress • Wix • Protopie • Acquia Optimize • Agile • AI-powered UX • GA4 • Jira • HTML • CSS

Soft Skills: Active Listening • Storytelling • Collaboration • Problem-solving • Leadership & Mentorship • Stakeholder Management

Education

M.S. in Human-Centered Computing (GPA 3.9/4)

08/2022 - 05/2024

University of Maryland, Baltimore County

B.E. in Computer Science (GPA 7.5/10)

08/2013 - 06/2017

Rajiv Gandhi Technical University