

Mrunal Dhaygude

www.mrunaldhaygude.com | mrunal.dhaygude@gmail.com | [Linkedin](#) | +1(240)726-0828 | College Park, Maryland

A Product Designer with over 2 years of expertise in crafting user experiences for *B2C*, *B2B*, and *C2C* industries.

EDUCATION

Master of Science in Human-Computer Interaction, University of Maryland, College Park Aug 2022-May 2024

Courses: Visual Design Studio, Interaction Design Studio, Personal Health Informatics, Data Visualization

Bachelor of Engineering, Electrical and Instrumentation, BITS Pilani, India Aug 2017-Jul 2021

Courses: Computer programming, Data structures and algorithms, Principles of Economics

SKILLS AND TOOLS

Design: UX design, UI design, Accessible design, Data visualization, Data analysis, Competitive analysis, Storyboarding, Information Architecture, Wireframing, Prototyping, Motion design, Graphic design, Customer journey, Graphic design

Research: User research, Qualitative and quantitative Research, Usability testing, Affinity mapping, Contextual inquiry, Heuristic evaluation, Moderated and unmoderated user interviews, Stakeholder analysis, User persona

Tools and Languages: Figma, Sketch, Miro, Jira, Android Studio, Python, HTML, CSS, Javascript, C++, Tableau, SQL, Fusion360, Adobe Illustrator, Balsamiq, Adobe XD, Invision, Adobe Photoshop, ReactJS

EXPERIENCE

Research Assistant, [SMART Lab](#), University of Maryland Jan 2023-Present

- Contributed to several research projects in the domain of robotics, and sustainability by conducting qualitative studies, designing experiments, and authoring research papers.

Associate UX Designer, [OLX Group](#), Gurugram, India (*Car Trading Platform*) Jan 2021-Jul 2022

- Achieved **30% funnel improvement** via impactful A/B experiment for car seller flow.
- Elevated online car inspection **completion rates by 43%** by meticulously iterating the design based on user testing and data-driven insights.
- Led a team responsible for crafting the user flow, contributing to a **successful MVP launch** in Mexico and Chile.
- Refined the car reservation process through **user testing and competitive analysis**, ensuring an optimal UX.
- Seamlessly collaborated with diverse cross-functional teams across seven countries to deliver innovative online car trading experiences to an extensive user base exceeding 30 million.
- During my internship, pioneered the **development of a conversational user interface**, revolutionizing the online car-selling process and enhancing user convenience.

Product Innovation Intern, [MapmyIndia](#), New Delhi, India (*Mapping Solutions*) Aug 2020-Dec 2020

- Conceptualized and orchestrated the **roadmap for a new product**, leveraging user interviews, surveys, and focus group discussions to inform development.
- Orchestrated the **end-to-end design of the MVP**, ensuring a seamless and engaging user experience.
- Worked alongside a team of 5 interns in the development and successful launch of the product, resulting in an **onboarding of over 1000 users within the first month**.

SELECTED PROJECTS

PianoVerse VR: Immersive Piano Learning with Wearable Haptic Feedback Glove Aug 2023-Present

Designed a Wearable Haptic Feedback Glove, incorporating **haptic and visual feedback** for enhanced **piano learning in virtual reality**, alongside an Electronic Muscle Simulation System to assist with finger and hand movements.

Social Robots to help in multilingual conversations for non-native language speakers Jan 2023-Present

Exploring the implementation of **social robots in facilitating multilingual multiparty conversations**. Studying design paradigms for turn-taking, gaze patterns, and gestures in Human-Robot Interactions through user studies.

PUBLICATIONS

[1] "There is No App for That: Manifestations of the Digital Divides During COVID-19 School Closures in India", *CSCW 2022* ([link to the paper](#))

[2] "Rethinking Design of Digital Platforms for Emergent Users: Findings from a Study with Rural Indian Farmers", *IndiaHCI 2020* ([link to the paper](#))