

HARISH VAIDYANATHAN

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WORK EXPERIENCE

Product Strategist, Accela, San Ramon, CA Nov '15 - Present

Work on a SaaS platform aimed at better citizen-government engagement.

- Coordinate a cross-functional and distributed team through multiple sprints and sessions such as design studios, sprint planning and grooming.
- Lead on-site and remote field research to validate hypotheses, create customer journeys and identify use cases.
- Create data-driven product requirements through user needs, business analysis, usability analysis and gap analysis.
- Guide customer success strategy and product roll-out plan.
- Design wireframes and interactive prototypes to translate product requirements to design specifications.

User Experience Designer, Accela, San Ramon, CA Jun '14 - Oct '15

- Conducted user research, competitive analysis, gap analysis for products on the platform, including web/mobile apps for state parks.
- Improved productivity by 32% for the flagship product through design recommendations from process analysis and user evaluations.
- Worked with documents team on customer education manuals and integrated post-launch feedback into the product backlog.

Graduate Assistant, USM, Adelphi, MD Jul '13 - May '14

- Managed technical and procedural issues for USM institutions using Coursera as a medium of instruction.
- Simplified course administration up to 24% by identifying areas of improvements to design, navigation and content strategy.

UX Intern, Userworks, Silver Spring, MD Jun '13 - Jul '13

- Researched tools, metrics and techniques related to usability engineering for proposals to the Veterans Administration.
- Analyzed processes and methods, which helped create a body of knowledge at the company.

Product Developer, JIFSAN (FDA), Beltsville, MD Mar '13 - Jul '13

- Migrated a legacy food survey software to the latest tech stack.

Business Analyst / Engineer, TCS, Chennai, India Nov '10 - Jun '12

- Mitigated risk on a Peoplesoft HRMS enhancement by assessing business processes, scripts, database and UI implications.
- Improved client satisfaction from 79% to 91% by actively monitoring business requirements, planning infrastructure setup ahead of time and ensuring timely delivery of developed solutions.

SKILLS AND TOOLS

User and Product Research

Contextual Inquiry, Interviews, Surveys, Usability Testing, Design Studios, Storymapping, Card Sorting, Design Sprints.

Userzoom, Validately, Morae, Lookback, Typeform, Airtable.

Product Management

Project Management, Needs Analysis, Competitive Analysis, Agile, Scrum, User Stories.

Jira, Confluence, Excel, Trello.

Analysis

Personas, JTBD, User Journeys, User Flows, Task Analysis, Affinity Diagrams.

Interaction Design

Information Architecture, Sitemaps, Wireframes, Prototypes.

Sketch, Adobe XD, Photoshop, InDesign, proto.io, Axure, Justinmind, Invision.

Languages

HTML5, CSS3, Javascript, jQuery, SQL.

EDUCATION AND AWARDS

University of Maryland May '14

Master of Science

Human Computer Interaction

Anna University Apr '10

Bachelor of Technology

Information Technology

Key Achievement Award Jul '16

Accela, San Ramon, CA

Successful management of key research initiatives and process improvements to the engineering team.