Monica Chandra
UX/UI Designer & Researcher

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Work Experience

UX/UI Designer | Recipe for Success
February 2023 - March 2023

Revamped a responsive website for a non-profit focused on combating childhood obesity.

- Conducted insightful user interviews to understand motivations and expectations related to donations and volunteering for the non-profit.
- Restructured information architecture and enhanced visual design elements using established design systems.
- Transformed the web-only platform into a mobile-friendly responsive website.
- Implemented improvements to task flows based on usability test results, enhancing the overall user experience.

Project Manager, Power & Utilities | Entergy
March 2020 - Present, Houston, TX

Project owner of annual power generation portfolio for a prominent utility company, encompassing strategic planning, financial modeling, scenario planning, and sustainability initiatives.

- Successfully led cross-functional teams for a year-long energy resource portfolio analysis, resulting in the conception of a ~$6B strategic plan to achieve carbon neutrality by 2050.
- Conducted weekly project team meetings of 10-15 engineers, managers, clients, and financial modelers, setting explicit expectations on project scope, timelines, and deliverables to ensure streamlined project management.
- Proactively identified and addressed user pain points within outdated data analytics models by conducting regular informal user interviews with engineers and analysts to understand challenges and explore potential improvements.
- Collaborated closely with developers to integrate innovative solutions into frequently utilized data analytics models, enhancing usability and functionality, which yielded substantial improvements in project delivery processes and overall efficiency.

UX Researcher, Content Writer | PHDwin (SaaS Company)
July 2019 - February 2020, Austin, TX

Responsible for the development of a comprehensive ~200 page user manual and usability testing for the newest iteration of reserve analytics software.

- Collected and analyzed valuable insights through user interviews and competitive analyses to adequately address pain points and common inquiries in user manual.
- Administered A/B tests on the help manual, refining its site map and content to align with usability and accessibility standards for users.
- Conducted usability tests on the beta version of software with current users to identify and report errors and challenges to development team, prioritizing feasible modifications to meet tight deadlines and business objectives.

Education

DesignLab UX Academy
UX/UI Design Program, 2023

The University of Texas at Austin
BS Petroleum Engineering, 2019
Overall GPA: 3.64

Skills

Tools
Figma/FigJam
Adobe XD
Salesforce
SharePoint
MS Office

Design
Design Thinking
Accessibility
Storyboarding
Card sorting
Site mapping
User/task flows
Wireframes
Branding
Prototyping
Responsive design

Research
User interviews
Affinity mapping
Competitor analysis
User personas
Empathy mapping

Soft Skills
Project management
Problem-solving
Collaboration
Conflict resolution
Emotional intelligence
Adaptability