

# Tinkle Mittal

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## [Portfolio](#)

### SKILLS

**Skills:** Usability Testing | Qualitative Research | Adobe Suite | Qualtrics | Figma | Customer Journey | High-fidelity Prototyping | Product Strategy | Workshop Facilitation | Moderated User Studies

### EXPERIENCE at IU

#### 1. **Project: Aggnet**

*Design for community resilience.*

**Sole UX Researcher, Agrinovous, Indianapolis, IN**

*January 2023 - December 2023*

- Developed and executed contextual user research, studying community farms and farmers markets in urban neighborhoods of Indianapolis, resulting in a comprehensive understanding of their impact on food insecurity.
- Analyzed data from diverse sources through contextual observation, inquiry, object collection, and social media tracking.
- Envisioned AggNET, a generative AI-based mobile app fostering community engagement among farmers, facilitating digital diary maintenance, industry insights access, market discovery, and farm data monetization.

#### 2. **Project: Health Freedom**

*Design for community healthcare intervention.*

**Research Assistant, IUPUI, Indianapolis, IN**

*May 2022- December 2023*

- Assisted in participatory design workshops for developing a Personal Informatics Tool that supports community-based health programs by adopting a culturally relevant UX approach.
- Translated data into multiple prototype iterations, streamlining self-tracking of blood pressure and glucose level monitoring with adequate co-tracking support based on Tracker- Goal Evolution Model
- Woven cultural storytelling through gamification into UX design. The role encompassed performing literature studies, analyzing the design workshop data, UX writing, and crafting multiple wire-frame iterations for the MVP design.

#### 3. **Project: Espine**

*Design for industrial business innovation.*

**UX designer, JV Untowed, Indianapolis, IN**

*August 2022- December 2022*

- Conceptualized CMMS dashboard that streamlined yard equipment maintenance processes, reducing technician time spent filling work orders by up to 90% and decreasing breakdowns by up to 75%, resulting in an estimated increase in equipment lifespan by 20% in contrast to manual maintenance procedure.
- Developed a comprehensive product strategy derived from a value proposition map with a SaaS subscription model for increased revenue streams.
- Integrated cross-collaborative design features for real-time analysis reports on equipment performance into mid-fidelity wireframes using rapid prototyping.

#### 4. **Project: Loci**

*Design for fire safety*

**UX Researcher, Crisis Technology Innovation Lab, Indianapolis, IN**

*January 2023-May 2023*

- Synthesized research that identified two user-centric design directions to expand the audience base for an asynchronous fire drill training platform.
- Studied the university dormitory's fire safety drill process to identify challenges faced by students and summarized findings for design recommendations.
- Devised a user study plan to validate the hypothesis generated through contextual observations and inquiry.

### EDUCATION

**M.S. in Human-Computer Interaction (GPA: 3.9)**

**December 2023**

*Luddy School of Informatics, Computing and Engineering Indiana University, Indianapolis, Indiana*

Studied: Embodied Interaction design, Psychology of HCI, User Experience Research methodologies, Design for business innovation

**Bachelor of Architecture**

**May 2019**

*School of Architecture, RGPV, India*