# MILI KHATRI

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## EDUCATION

**BACHELOR OF ARTS, NEW JERSEY INSTITUTE OF TECHNOLOGY**
**WEB INFORMATION SYSTEMS**
Key Courses: Designing the User Experience, Discovering User Needs for UX, Intro to Web Dev., Building Web App, Mobile App. Design, IS Mgmt & Business Processes, Database Design Mgmt & Appl, and Analysis & System Design

## SKILLS

- **Web Development/Languages:** HTML, CSS, JavaScript
- **Database Design:** SQL, Python, PHP, Tableau
- **UX/UI Design:** Wireframing, Prototyping & Mockups, Usability Testing, UX Research, A/B Testing, Information Architecture, Human-Computer Interaction, User-centered Design, User Experience Design, User Experience Research, Qualitative and Quantitative Research, Mix-Methods Research, Accessibility
- **Software:** Figma, Adobe Photoshop, Illustrator, InDesign, Canva, WordPress, Wix, UserZoom, EnjoyHQ, Miro, Copilot
- **Certifications:** MS Word, Access, PowerPoint, Excel

## PROJECTS

**COLLEGE TRAVEL ITINERARY APP**                                                                                 MARCH 2024
- Conceptualized and designed a dynamic travel itinerary app on Figma tailored for college spring breakers, from an initial idea to a working prototype in 6 hours.
- Developed the app from scratch, ensuring adherence to accessibility standards and prioritizing ease of use for all users.
- Successfully delivered a prototype that revolutionizes how college spring breakers plan and navigate their trips, earning positive feedback and user satisfaction.

**ALL BAKED UP – UX RESEARCH & ANALYSIS**                                                             NOV – DEC 2023
- Conducted qualitative research on the impact of visual aesthetics on user engagement for bakery websites.
- Designed and executed semi-structured interviews with diverse participants to evaluate website usability and aesthetic appeal.
- Identified key UX/UI factors influencing user trust, navigation, and purchasing decisions.
- Provided data-driven recommendations for improving UI/UX design based on user feedback and emotional responses.

**WANDER GLOW WEBSITE CREATION**                                                                         OCT – DEC 2023
- Designed and developed a website for a candle company, covering all aspects from accessibility, stakeholder engagement, user personas, and user stories, and ensuring the website catered to the diverse needs of the target audience.
- Utilized Figma to craft the initial design, incorporating stakeholder feedback to refine the visual aesthetics & user interface.
- Implemented coding for the website, ensuring seamless functionality and adherence to web accessibility standards.
- Delivered a user-centric website that effectively showcases the candle company's products and brand identity while providing visitors with an intuitive and enjoyable browsing experience.

## EXPERIENCE

**DESKTOP APPLICATION INTERN, KASHMIR WORLD FOUNDATION**                                  SEPT – DEC 2024
- Refined and enhanced the user interface design for a desktop application, improving usability and overall user experience.
- Conducted usability testing and gathered user feedback to identify and implement improvements
- Collaborated with design and development teams to align UI/UX efforts with project goals and objectives
- Created design mockups and prototypes to visualize new features, contributing to support KwF's wildlife conservation mission.

**UX/UI DESIGN INTERN, BIZINC**                                                                                      SEPT – DEC 2024
- Design intuitive and visually appealing interfaces for web/mobile, using wireframes, mockups, and prototypes to convey concepts.
- Conduct user research and usability testing to guide and validate design decisions.
- Collaborate closely with developers to ensure smooth and accurate implementation of designs.

**RECEPTIONIST, COLLEGE OF SCIENCE AND LIBERAL ARTS DEAN'S OFFICE, NJIT**            MAY 2023 - PRESENT
- Assist students, faculty, and staff with general inquiries and direct them to the appropriate resources.
- Collaborate with other administrative staff/departments within NJIT and assist in special projects/events.
- Create engaging social media content, including posts and videos, to enhance the employer's online presence and support communication initiatives.

**SHIFT LEADER/CREW MEMBER, DUNKIN DONUTS**                                                        JUL 2019 – APRIL 2022
- Customer Service: Ensured that customers were provided with fast, friendly, and accurate service and that their needs were met in a timely and efficient manner and resolved customer complaints and concerns.
- Oversaw the work of the team members and provided guidance, training, and support to ensure that all tasks were completed efficiently and effectively, as scheduled, and supervised employees.
- Ensured that all operations were performed efficiently and under Dunkin' Donuts policies and procedures.