Kandarp Khandwala

I am a UX researcher who likes to (re)imagine how things should work given real-world constraints, and test hypotheses with users. I go beyond mandates to maximize product impact, with careful attention to detail.

kandarpksk@gmail.com
(858) 291-2232
linkedin.com/in/kkhandwala
www.kandarp.xyz

EXPERIENCE

MathWorks, Boston — UX Researcher   March 2019 - present

Responsible for research and design on MATLAB, working with several teams and cross-functional partners. Leveraged different methods with flexible turnaround times (as short as a week) to influence strategy and scope:

- Conducted **user interviews** to understand how users begin using MATLAB, and later switch context, to influence the design of a home page for the MATLAB desktop app. Surfaced **discovery issues** and **latent user needs**.

- Interviewed and surveyed 25+ stakeholders and teams across the org. to reveal how they influence MATLAB startup and identified **multiple gaps**. Performed **moderated and unmoderated usability activities** to study a progressive startup experience and evangelized changes across disparate teams. Establishing it as a **repeatable process** for fellow UXers to adopt.

- Designed new code creation workflows to alleviate multiple pain points and **presented vision** to senior stakeholders. **Coordinated design efforts** across multiple teams, allowing projects to move forward. Performed an online experiment with 190+ users, which helped choose a design direction by **countering long-standing assumptions**.

Google, Mountain View — UX Research Intern   Summer 2018

Worked to improve the usability of error messages in Flutter:

- Examined design principles to apply and prototyped distinctive variations of error messages, **working with multiple teams to ensure feasibility**.

- Compared how the variations affected performance of 120+ users in tasks via an interactive unmoderated survey. The chosen design showed a **55% improvement in readability** and was integrated in the product.

Adobe, Bangalore — Research Intern   Summer 2014

Visualized users to target when online shopping carts are left unpurchased:

- **Analyzed clickstream data and email interactions** of millions of website visitors to help predict their (A) likelihood to purchase, and (B) propensity to unsubscribe from email campaigns, working with data scientists.

- **Designed and developed visualizations** used in 2 patent applications and well-suited for integration in the analytics dashboard for marketers.

EDUCATION

UC San Diego 2015-18
MS specializing in Human-Computer Interaction
Conducted interaction design lectures for 200+ students, led design studios, and created detailed rubrics

IIT Bombay 2011-15
BTech in Computer Science
Ranked 13 in India in the IIT Joint Entrance Exam among half a million candidates

PUBLICATIONS & PATENTS

Expanding the design space of learner interactions with screencast videos.
Kandarp Khandwala, Philip Guo. Learning@Scale 2018

The impact of "cosmetic" changes on the usability of error messages.
Tao Dong, Kandarp Khandwala. CHI 2019 extended abstract

Predicting unsubscription of potential customers.
Moumita Sinha, K. Khandwala and others. US Patent #10185975

SKILLS

(Un)moderated studies

Interviews	Surveys
Card sorting	Language norming
Sketching	A/B testing
Wireframing	API design