Sohayainder Kaur | Product Designer, UX Research & Systems Design

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Profile Summary

Product Designer with **4 years of experience** turning complex workflows and fragmented tools into clear, usable products across **enterprise SaaS, healthcare, and operations platforms**. **AI-fluent:** uses Claude Code to **build and deploy working products**.

Education

University of Maryland - M. Sc. in Human-Computer Interaction — College Park, MD, Aug. 2024 - May. 2026
Srishti School of Art Design and Technology - Bachelor's in Human-Centered Design — Bangalore, KA, July. 2017 - Aug. 2021

Work Experience

Giving Compass - **UX Researcher (Contract)** — Remote | Sep. 2026 - Present
- Ran **6 unmoderated usability tests** with **100 participants** across two microsites for a nonprofit intelligence platform, designing **think-aloud tasks** in UserTesting to evaluate navigation and content comprehension.
- Synthesized findings into **prioritized usability issues** by audience and built a **visual research report**.

Stardog - **Product Designer (Capstone, Lead Designer)** - View here — New York, NY | Sep. 2025 - May. 2026
- Redesigned **information architecture** for an **enterprise AI SaaS platform**, cutting findability time **78%**.
- Rebuilt search and filters **using AI-assisted prototyping**, delivering **high-fidelity UI** in the **design system**.
- Led **product discovery**, card sorts, and **A/B and usability testing**, reaching **86% task success**.

Journey Home - **Product Designer (Contract, Lead Designer)** — College Park, MD | Sep. 2025 - Apr. 2026
- Launched a **0-to-1 operations platform** and real-time dashboard for **450 clients, 1,000 volunteers, 1,200 donors**.
- Unified inventory, intake, and delivery workflows using **service blueprints, user flows, and a shared data model**.
- Interviewed **15 stakeholders across 4 user groups**, validating with **WCAG audits** and **cross-functional design QA**.

Hack4Impact - **Product Designer (Contract, Design Lead)** - View here — College Park, MD | Feb. 2025 - Jun. 2025
- Cut recruitment admin from **a month to 10 hours (94%)** with an **internal tool**, reducing **review steps 6 to 2**.
- Condensed a **33-page application into a 4-step flow** using progressive disclosure, handing off **design system documentation**.

FIT Lab, UMD - **Research Assistant (Internship)** — College Park, MD | Jun. 2025 - Aug. 2025
- Moderated **interviews and usability tests** with **25 participants** over **50 hours** for an HCI communication study.

The Eat Well Plate - **UX Researcher and Designer (Full-Time, Sole Designer)** — Remote | Jan. 2023 - Jan. 2024
- Generated **$13K from 40 new clients** in 6 months, grew active users **42 to 368**, and lifted engagement **8x** via a website redesign.
- Reorganized sitemap, **user flows**, and CTAs using **stakeholder interviews**, **affinity mapping**, and **heuristic evaluation**.
- Shipped with developers via Figma redlines, using **Google Analytics and heatmaps** to drive 4 post-launch improvements.

Matrix Precise - **UX Researcher and Designer (Full-Time, Sole Designer)** — Los Altos, CA | Oct. 2021 - Oct. 2022
- Built a **0-to-1 healthcare platform** for the safe return of **1,000+ students**, centralizing COVID tracking and nurse communication.
- Cut nurse health verification from **days to 5 minutes** by **auditing 200+ screens** and unifying protocols into one workflow.
- Owned **visual and interaction design** from **wireframes to high-fidelity prototypes**, raising usability pass rates **80%**.

AI Projects

Slow Fold - View here | Computer vision web app matching instruction pace to folding speed, built with Claude Code on Vercel.
Dino Jump - View here | Browser game built end to end with Claude, deployed on itch.io.

Skills

Research: Usability testing (moderated & unmoderated), stakeholder interviews, contextual inquiry, card sorting, A/B testing
Design: Information architecture, interaction design, UI design, prototyping, user flows, design systems, accessibility (WCAG)
Tools: Figma, Figma Make, FigJam, Miro, Jira, UserTesting, Google Analytics, Claude Code, Stitch, Lovable, Vercel

Awards & Recognition

Hackathon (AI for Good) 1st place, 2023 • VR game, Next Now Festival at UMD, 2025 • Late Breaking Work, India HCI, 2019