

Jayanth Mohana Krishna

User Experience Researcher

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I am a curious and critical thinker with a penchant for empathy, good design sense, and technology. I believe in continually learning, participating, and building domain expertise in everything I do.

Research Experience

Smart Homes and Intelligence | Google *Jul '18 - present*

Smarthome Developer Console Redesign

- Analyzed the trade-offs between customers creating their own Voice UIs and standardizing VUI by letting Google manage complexities around context, internationalization, and NLU nuances specific to smart home integrations.
- Identified 50+ pain points using longitudinal studies on developer experience, and via surveys and interviews across a user base of 1500+ companies.

Smart Home QBRs and roadmap sessions

- Collaborated with PMs to conduct market research and perform a competitive analysis of 60+ customers to influence product roadmaps.
- Used business, product, design, and privacy perspectives to influence customers to provide meaningful voice prompts and error messages.
- Led the implementation efforts on simplified device discovery and account linking, increasing connected devices by 40% and connected users by 25%.

Smart Home Dogfoods

- Conducted usability tests on new features, synthesized quantitative and qualitative data, and presented findings to executives to seek launch approval.
- Persuaded customers to send proactive state updates based on observed user experience gaps, shortening launch of smart displays by 10+ weeks.

Aware Home Research Institute | Georgia Tech *Aug '16 - May '18*

Intelligent Smart Home Routines

- Interviewed 17 DIY enthusiasts and conducted ethnographic field studies in 20 smart homes to understand shortcomings in prevalent and legacy systems.
- Performed cognitive walkthroughs and studied learnability on non-traditional components like programming interfaces and wireless protocols.
- Created and evaluated a scaffolding framework based on studies in cognitive learning ability that evolves with user expertise.
- Re-imagined ecosystem architecture and came up with recommendations based on privacy and modularity needs that surfaced out of the research.

Seeing Like a Bike

- Leveraged a participatory digital democracy to source data from citizens.
- Quantified stress factors (proximity, air quality, road surface) affecting cyclists.
- Presented data-driven recommendations to the City of Atlanta to broaden cyclist participation and plan upgrades for cycling infrastructure.

Workflow Automation | HP Enterprise *Aug '14 - May '16*

Service Management Dashboards and investigation tools

- Identified 50+ repetitive steps by observing and analyzing workflows of my colleagues (n=20), and proposed 15+ process and design changes.
- Tested hypothesis by conducting iterative usability studies to gauge the effectiveness of the proposed changes, saving 120+ hours a month towards pursuing new products and opportunities.

Education

Georgia Institute of Technology

Aug '16 - May '18

Masters in Human Computer Interaction

Visvesvaraya Technological University

Aug '10 - May '14

Bachelors in Computer Science and Engineering

Skills

Core Skills

Role/Goal based user journeys and personas
Surveys (Qualtrics) and interview design
Usability studies and testing (UserTesting)
Focus groups and participatory design
A/B and multivariate testing
Information architecture, heuristic evaluation
Diary and longitudinal studies

Design Tools

Miro, Figma	Web Design
Tableau	Adobe CC

Product Management

Success Metrics	Presentations
Decision Making	User journeys

Data Analysis

Python	SQL and NoSQL
Visualization	Spreadsheets

Other

Embedded systems	3D modeling
DevOps and Infra	AI and ML

Initiatives

Leadership Education and Development

Georgia Tech

- Mentored 10 GT students through 1:1s
- Communication skills, time and conflict management, dealing with uncertainty, etc.

Co-founder

DCsqrd

- Freelance full-stack web and app development for various domains with 5+ clients
- Conducted code camps on real-world problems for aspiring developers
- Illustrated design and code best practices