

Jainan Sankalia

User Experience Leader with a variety of human-centered, complex system, and teaching knowledge

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EDUCATION

2012

MFA - ARTS & TECHNOLOGY

University of Texas at Dallas

GPA: 3.9

2009

BA - ARTS & TECHNOLOGY

University of Texas at Dallas

GPA: 3.7 *Cum Laude, Arts & Humanities Honors*

PROFESSIONAL EXPERIENCE

Director & National UX Lead | SOGETI

July 2015 - Present

- Direct impact of work includes launching the client's first customer mobile app within 3 months, maintaining an avg 4.6 app store rating and accounting for 50% of the client's revenue.
- Establish and execute a UX growth strategy leading to a 200% increase per year for 3 straight years in UX personnel.
- Define UX research, design, and development plans and timeline estimates for over 2 dozen client proposals.
- Provide delivery guidance, career mentorship, and community to 35+ talented UX consultants and UX leaders.
- Delivering UX design and research work products as an individual contributor and design leader to promote collaboration between clients, developers, and end users.
- Facilitate human centered workshops across client organizations with input from entry-level to executive leadership.
- Proven delivery excellence across multiple industries including B2B, B2C, and G2C.

Adjunct Professor | University of Texas at Dallas

Jan 2011 - Dec 2017

- Drafted the syllabus for 5 unique UX and Game Design undergraduate courses.
- Taught 500+ students theories and techniques of human-centered and systems thinking.

User Experience Designer | Tekzenit

Aug 2013 - May 2015

- Built and maintained the Axure Widget library with 50+ interactive prototyping elements.
- In AT&T's usability study, our workstream scored an 87 over the industry benchmark of 67.6 for B2B websites on the System Usability Scale (SUS).
- Developed UX Guidelines used by 40+ other designers.
- Directly supported 9 agile business and development teams; both onshore and offshore.
- Constructed wireframes and layout annotations for front-end developers.

Game Project Director | University of Texas at Dallas

2009 - 2011, 2013 - 2014

- Delivered a pilot medical simulation collaborating with UTSW, UTSA, and UT Dallas.
- Scoped and delivered the project within the budgetary constraints.

Lead Designer & Co-Founder | 5 Minute Games

2008 - 2011

- Directed and managed 2 paid game applications and 1 free-to-play game application.

SKILLS

Leadership

- Project Scope and Estimation
- Proposal Generation
- Career Mentorship

Design Research

- Interview Guidelines
- Usability Testing
- Heuristic Evaluations

Information Architecture

- Card Sorting
- DoGo Mapping
- Customer Journey Mapping

Interaction Design

- Wireframes
- Screen Flow Mockups
- Interactive Prototypes

Visual Design

- UI Style Guidelines
- High-fidelity Compositions
- Development Annotations 'Redlines'

TOP CLIENT PROJECTS

June 2021 - Present

eCommerce - Desktop, Mobile, and App

May 2019 - May 2021

Financial Services - Mobile Banking App

May 2019 - Present

Financial Lending - Mobile Payment App

Jan 2019 - Apr 2019

Financial Lending - eComm Application

Dec 2018 - Feb 2019

Construction Wholesaler - Mobile Rebates

July 2018 - Present

Retail - Supply Chain & Point of Sale

Feb 2018 - October 2018

Financial Lending - Mobile App

Nov 2017 - May 2018

Airline Association - Tablet Servicing App, Responsive Web Strategy, & Trip Manager

Sept 2017 - Oct 2017

Healthcare - Mobile Oncology Tracker

Mar 2016 - June 2017

Optical - Framedream, Guided Proposal Prototypes, Internal Order Routing, MED Order Status, & iSafety

Nov 2015 - Nov 2016

Healthcare - UI Guide & User Research

July 2015 - Aug 2015

Airline Association - Expense Reporting

Aug 2013 - May 2015

Telecomm - eStrategy