

# Vikas Luthra / UX Researcher

A curious empathizer, systemic and analytical thinker, who is passionate about creative problem solving.

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## WORK EXPERIENCE

### Motorola Solutions / UX Research and Design Intern

May '17-Aug' 17 / 28 Labs-The Innovation Design Group, Plantation, FL.

- Researched and created **offline voice interaction solutions** for Motorola Next-Gen Touch Radio. Did **ride alongs** and secondary research to design, evaluate and iterate interactive voice scenarios' for Radio-Next devices' experience. [radio, watch and console]. Primary use-cases being implemented in the upcoming radio devices
- Researched, envisioned and created Pre-Assessment solutions for **Type 4.0 Autonomous Vehicle** for field officers and citizen safety. The solutions selected for vehicle strategy 2020-2022.

### Samsung R&D / UX Researcher, 2yrs

Jun'14-Jul'16 / Next Experiences with Technology (NXT) Group, Bangalore, India.

- Researched and Envisioned "**Voice as a Companion**" scenarios for Samsung's personal voice assistant and social robot Otto. Formulated **Forced Photo-Metaphor Elicitation technique and auditory sensing experiment** to create design scenarios for voice assistant & social robot Otto.
- Initiated and Headed research for Indian youth (GenZ) in Samsung midrange Android smart phone. Conducted **in field immersions, interviews and focus groups** with low-income Indian youth to understand their macro behaviour and social needs, usage patterns of social media & generated designs solutions
- Led research and design of new touch gestures for visually impaired users in Samsung Talkback Android application. Performed **in-person moderated evaluation as well as formulated gesture elicitation and performance methods** to build new touch gestures set and create accessibility solutions for visually impaired. Selected among **the top 3 research work from Samsung Research India** by Samsung HQ.
- Organizational Achievements: Won **two awards** and published two articles in research conferences.

### HESSO / UX Research and Design Intern

May'13- Jul'13 / Business Informatics centre , Valais, Switzerland.

- Researched and Created Requirement specification application for Swiss Public Administrators. Led **contextual interviews** with Swiss public administrators, Business developers. Created user personas, IA, task flows and designed high-fidelity mockups for a cloud-based E-government RE tool, CARES (Computer-Aided Requirements Engineering Software).

### Cognizant Technology Solutions / UX Research and Design Intern

May'12-Jul'12 / Cognizant Interactive-The design group, Pune, India.

- Researched and Created Dashboard for Skill and Business Managers. Conducted **semi-structured interviews and card sorting** with business professionals (Global Competency Heads and Line of Business Managers) to design low-fi dashboard mockups.

## SELECTED PUBLICATIONS

- **Understanding, evaluating and analyzing touch screen gestures for visually impaired users in mobile environment-** Vikas Luthra, Arvind Sethia, Sanjay Ghosh / *HCI International 2015*
- **Evolving Framework for building companionship among human and assistive Systems** Vikas Luthra, Sanjay Ghosh / *HCI International 2016*

## EDUCATION

### Georgia Institute of Technology M.S. in Human Computer Interaction.

Aug'16-May'18, G.P.A: 3.92 / 4.0.

### Indian Institute of Technology, Guwahati Bachelor of Design with Minor in electronics & communication engineering.

Jul'10- May'14, G.P.A: 8.62/10

## SKILL SET

### User research

Interviews, Observations, Intercepts, Forced Photo Metaphor Elicitation, Field Immersions and Remote Ethnography, Participatory Design, Surveys, Card Sorting, Usability Testing, Heuristic Evaluations, Focus Groups, Grounded Theory Analysis, Experiment Design, Statistical Analysis.

### Design

Persona and Scenario Creation, Wireframing, Interface Design, Visual Design, Journey Maps, Mind Mapping, Flow Diagrams, Information Architecture, Storyboarding, Brainstorming, Brainwriting, Affinity Clustering.

### Tools

Dedoose, Tableau, SPSS, Qualtrics, UserTesting, Sketch, Adobe Illustrator, Axure, Invision, ProtoPie, Photoshop, Principal, Flinto, Storyboard, Soundbooth, Premiere Pro, Microsoft Visio, Balsamiq

### Programming

C, HTML, CSS, Arduino, Python.

## AWARDS AND NOTABLES

Employee of the month award,  
October 2015, Samsung Research.

Best Paper Award 2nd Prize in Nipun 2015,  
Samsung Research Technical Fair.

Selection, IIT-JEE 2010 - Top 0.84% amongst  
half a million students

Merit - top 0.1% nationwide, All India Secondary  
School Examination (AISSE) 2008 100% -  
Mathematics & Social Science