

# Rishabh Chauhan

## Product Designer

Product Designer with 4+ years of experience creating intuitive and user-centric digital experiences. Skilled in user research, interaction design, and AI-driven chatbot design, with a strong focus on usability and innovation

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## Work experience

### Product Design Intern

Weav.AI, San Francisco, June 2024 – Aug 2024

- Designed a chatbot for **TrustAssist Healthcare**, reducing technician coordination time by 40% and improving issue **resolution efficiency by 25%**.
- Redesigned Weav.AI's Document Co-Pilot Tool, **increasing adoption by 15%** and boosting Weav.AI's **revenue by 30%**.
- Conducted **50+ user surveys and 15+ stakeholder interviews**, optimizing workflows and cutting customer support inefficiencies.
- Enabled Meesho (weav's client) to streamline customer support, **reducing workforce by 30%** and **saving \$1.2M annually** with Weav.AI's Document Co-Pilot Tool.
- Reduced manual intervention in the repair process by automating troubleshooting and part ordering through the chatbot, cutting down repair **turnaround time by 45%** and improving technician efficiency.

### Graduate Assistant

Arizona State University, Tempe, May 2024 – Present

- Assisted Professors Benjie Wilhelm (GIT-540) and Amon (GIT-303) with grading and student support.
- Mentored students on UI/UX principles, providing feedback to refine designs for better usability
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- Reviewed and provided feedback on UI designs and digital publishing projects, ensuring industry alignment.

### UX Designer & UX Researcher

Lumen Technologies, Delhi, Feb 2023 – Aug 2023

- Worked on the migration from Simon (legacy tool) to eShop**, a new high-speed service platform, improving system performance & agent workflows to enhance customer interaction.
- Led UX research**, interviewing customer associates daily to identify pain points, inefficiencies and sales challenges, shaping key improvements.
- Designed workflows and automation for eShop, making service upgrades, account management, and repair scheduling seamless, leading to a **35% reduction in average handling time (AHT)**.
- Contributed to Lumen's digital transformation**, ensuring eShop's UX improvements supported the broader migration strategy, helping recover **\$28 million in operational inefficiencies**.

### Product Designer

Amazon, Delhi, May 2020 – Jan 2023

- Redesigned the Customer Service Central (CSC) tool, enabling agents to handle three chats simultaneously, **reducing response time by 40%** and increasing productivity.
- Simplified refund and replacement workflows, **cutting resolution time by 30%**, leading to faster issue resolution and improved customer satisfaction.
- Enhanced automation and data visibility, integrating real-time account details, **reducing manual lookups by 50%**, and decreasing average handling time (AHT)
- Integrated AI-powered assistance, reducing agent typing effort by 60% and **lowering** average contact handling time (**ACHT**) **by 20%**, making support interactions more efficient
- Optimized performance tracking by refining PRR (Post-Resolution Review) score visibility, helping associates analyze feedback and improve service quality.
- Drove cost efficiency by reducing workforce requirements, **saving Amazon \$2M annually** in India alone, while maintaining high customer service standards.

## Education & Learning

### Masters in User Experience

Arizona State University, Tempe, AZ

4.0

Aug 2023 – May 2025

### BE in Electrical & Electronics Engineering

Indraprastha University, Delhi, India

3.6

July 2017 – May 2021

## Skills

### UX Design Skills:

• User Experience  
• Design Systems  
• Interaction Design  
• Design Strategy  
• Wire framing  
• Prototyping  
• Visual Design  
• Data Visualization  
• Information Architecture

### UX Research Skills:

• Usability studies  
• User Interviews  
• Data Analytics  
• Surveys  
• A/B Testing  
• Competitive Analysis  
• Heuristic Analysis  
• Observational Studies  
• Diary Studies

### Tools:

• Figma  
• Sketch  
• Adobe XD  
• Photoshop  
• Framer  
• Miro  
• Balsamic  
• Illustrator