Chanchal Agrawal

Specializing in Accessibility, Human-Centered strategies, & AI

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EXPERIENCE

Interaction Designer III - AI Conversational Designer   Jan 2025 – Present
Intuit   *Mountain View, California*

- Designed and optimized conversational flows for AI-powered chatbots and on-call supporting product and customer service, resulting in a smoother user experience and reduced customer friction.
- Delivered scalable conversational solutions serving over 100 million customers across the U.S. and Canada, ensuring consistency, accessibility, and high-quality user experiences at enterprise scale.
- Authored natural, on-brand dialogue and error handling scripts, improving chatbot and on-call support comprehension and increasing task completion rates by 20%
- Leveraged data and user feedback to iterate and refine performance, contributing to a measurable reduction in live agent handoffs and improved customer satisfaction (CSAT) scores.

Product & UX Designer   Mar 2024 – April 2025
Orchestro.AI   *Dublin, California*

- Increased user engagement across 5+ consumer products by designing and implementing intuitive agentic flows for AI assistants, including consistent visual and motion design language for onboarding and product walkthrough.
- Achieved uniformity and refined efficiency across all user interfaces by spearheading the creation of a design system featuring typography, iconography, color palette, and 50+ components from the ground up.
- Renovated financial operations by analyzing over 10,000 invoices by directing the user experience design of an AI-driven invoice management tool for automated collaboration, dispute resolution, and claims management.
- Collaborated with 6+ cross-functional teams, including product managers, engineers, data scientists, sales & marketing teams. Reported directly to the C-suite executives.

Interaction Designer   Aug 2022 – Dec 2023
Google   *Mountain View, California*

- Enhanced accessibility for Persons with Disabilities by conceptualizing and prototyping 5+ assistive projects adhering to inclusive design principles and WCAG compliance across iOS, Windows, Android, and other operating systems.
- Collaborated with 100+ people from cross-disciplinary teams of researchers, engineers, management, marketing, and copywriters to ensure the high-quality and timely delivery of assistive features, and their marketing assets, including visual graphics & animation design.
- Launched the redesigned mobile and tabular experience of the Lookout, an AI-powered mobile app for blind & low-vision users with 500,000+ downloads and 50,000+ daily users, to migrate to the latest Material-3 Design System. Supervised its global launch in 34 languages. Boosted daily and monthly active users by 40%.

Design Producer/Coordinator   Jul 2021 – Dec 2021
Bose Corporation   *Boston, Massachusetts*

- Managed production of the B2C Bose Hear Mobile App, with 100,000+ downloads, and seamless compatibility with the first FDA-approved, over-the-counter, medical hearing aids—with over 10,000 users.
- Streamlined project processes by implementing operational strategies and road maps for over 3 projects, including identifying customer needs and clarifying goals through cross-functional coordination.
- Reduced project delays by 30% and enriched user satisfaction by 15% as estimated by project timelines and user feedback, by leading collaborative efforts between software, hardware, and firmware teams to ensure design integrity and prioritize UX enhancements.

UX Researcher   Jan 2020 – May 2021
Rochester Institute of Technology   *Rochester, New York*

- Performed research to understand the relationship between the eye-gaze and blink patterns of Deaf and Hard-of-Hearing (DHH) individuals and the behavioral patterns.
- Executed an in-depth thematic analysis and literature reviews and finalized 55+ eye-tracking studies references.
- Identified the pain points, user needs, and 6+ creative opportunities to enhance the user experience of Deaf and Hard-of-Hearing (DHH) users.

Game Developer   Apr 2018 – Jul 2018
IDZ Digital   *Mumbai, India*

- Built 8+ games using Adobe Flash and ActionScript for the Android and iOS platforms.
- Developed and launched games within an award-winning gaming app for smartphone and tablet platforms, KidloLand with 5 million+ downloads.

EDUCATION

Master of Science in Human-Computer Interaction   Graduation 2022
Rochester Institute of Technology   *Rochester, New York*

Bachelor of Engineering in Computer Science   Graduation 2017
Mumbai University   *Mumbai, India*

Six Sigma Yellow Belt Certificate   2021
Bose Lean Enterprise   *Boston, Massachusetts*

PROJECTS

Abstract | *AR/VR Design, XR Development, User Research*   **2022**
- Prototype an Augmented Reality application to self-learn 9 crucial American Sign Language using a 3D augmented human tutor.
- Developed on the Unity engine using C# script and deployed on the Magic Leap, a Mixed Reality headset.
- Researched the effectiveness of learning sign language using an ego-centric 3D AR medium with 17+ participants.

PUBLICATIONS

I See What You're Saying   **2021**
- Nominated for Best Student Paper in the ACM SIGACCESS Conference on Computers and Accessibility

Creating Human Perspective Visual Memory By Eye Tracking   **2017**
- International Journal of Engineering Research & Technology (IJERT)

PROFICIENCY

Tools
Figma, Figjam, Adobe Illustrator, Photoshop, Animate, After Effects, Premiere Pro, XD, Canva, ChatGPT, Midjourney, Mixamo, Confluence, Webflow, Trello, Spark AR Studio, Lottie, Miro, Jira, Overleaf, Spline, Blender, Unity

Technical
HTML, CSS, JavaScript, React.js, Raspberry pi, Arduino, C#, IoT, Eye Tracking, Hand Tracking, Spatial Computing

Skills
User Interface Design, User Experience Design, User-Centered Design, Product Design, Interaction Design, Wireframes, Visual design, Rapid Prototyping, Storyboarding, User Interviews, Competitive and Market Analysis, Usability Testing, Journey Mapping, Heuristic Evaluation, A/B Testing, Contextual Inquiry, Immersive Experience Design