Rushenka Christopher

Product Designer and Creative Technologist

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PROFESSIONAL SUMMARY

Product Designer with a foundation in engineering and a multidisciplinary background in UX design, cybersecurity, sustainability tech, and SaaS. I've designed user-centered digital experiences across civic, academic, and healthcare settings, translating complex systems into accessible tools for diverse communities. With prior experience in automation engineering, technical support, and customer success, I bring insight into how products evolve by bridging user needs with design, development, and business goals.

WORK EXPERIENCE

Division of Information Technology- Security, University of Maryland   March 2023-Present
Coordinator- Project NEThics (Full-time)   College Park, MD
- Designed, optimized, and automated workflows for IT compliance, third-party risk, and campus-wide account access, reducing handoffs, removing inefficiencies, and accelerating resolution across security and administrative teams.
- Handled sensitive IT misuse cases alongside legal, DEI, and IT teams, developing clear documentation standards and resolution protocols that balanced privacy, institutional policy, and stakeholder accountability.
- Created cybersecurity education materials and a design system for an in-house training course, strengthening digital literacy for over 40,000 users across the university.

The Town of University Park   August 2023-May 2024
Product Designer (Part-time)   College Park, MD
- Led visual design for a gamified web application for home sustainability tracking for 2500 residents, implementing a robust design system for users and administrators automating 85% of administrator workflow.
- Conceptualized and designed a platform MVP, establishing key partnerships with local organizations to increase visibility and ensure scalability for extensive sustainability initiatives across Maryland.

Freshworks   July 2020-August 2022
Product Specialist (Full-time)   Chennai, India
- Selected to represent a core product in the rollout of premium support for global partners, working across partner support, engineering, and account teams to streamline resolution workflows. Designed internal documentation and automated data collection, reducing turnaround time by 65% and earning the Standing Ovation award for driving partner success and retention.
- Streamlined bug resolution and automated key workflows through custom apps and AI strategies, working with developers and management to boost usability, efficiency, and customer engagement.

Pickyourtrail   June 2019-June 2020
Account Executive (Full-time)   Chennai, India
- Surpassed monthly revenue goals by 120% and secured a 9.4 customer satisfaction score through expert curation of over 100 distinctive global travel experiences, meriting the Most Valuable Trooper award.
- Enhanced team performance and global travel insight sharing through mentorship in customer engagement and content creation for Pickyourtrail.blog, utilizing certified travel planning expertise across 19 countries.

EDUCATION

University of Maryland   August 2022-May 2024
Master of Science (M.S) in Human Computer Interaction (HCI)   College Park, MD

SRM Institute of Science and Technology   June 2015- May 2019
Bachelor of Technology (B.Tech) in Biotechnology Engineering   Kattankulathur, India

CERTIFICATIONS

U.S. Department of Homeland Security   Issued October 2023
Trusted Tester Web Certification Program

CITI Program   Issued February 2023
Social and Behavioral Research

SKILLS AND TOOLS

Research & Testing: User Research, Usability Testing, Accessibility Audits, Journey Mapping
Design & Prototyping: Figma, Adobe Creative Suite, Design Systems, Game Design, Interaction Design, Wireframing
Technical & Immersive: HTML/CSS, JavaScript, C#, Unity, TouchDesigner, CAD, Fabrication, MATLAB
Domains: SaaS Platforms, Cybersecurity UX, AR/VR Design, Sustainability Tech, Game Design