

portfolio: www.anubhavjain.com
resume: www.linkedin.com/in/anubhavjain

Summary

Extensive experience in interaction design including user-research, usability testing and visual design, in consumer and enterprise web-based services. Passionate about working with customers to understand their needs and delivering a 'wow' product experience. Excels in working with and leading multidisciplinary teams to design and deliver products that are intuitive and easy to use, resulting in increased customer satisfaction and revenue.

Accomplishments

Identified new product opportunity, convinced business to approve project, and collaborated with cross-functional team to deliver 'Fraud Investigation' interface that increased efficiency by 10% within three months resulting in estimated savings of several million dollars per year in PayPal's potential fraud losses.

Collaborated with eBay & Verisign to launch 'PayPal Security Key' in the consumer market in the US, Germany and Australia with twice the expected adoption rate, within limited time and budget. (www.paypal.com/securitykey)

Formed and lead multi-disciplinary team initiative to improve collaboration and enhance PayPal Checkout user-experience. Defined product requirements to eliminate need for engineering resources, and delivered new design and guidelines within 3 months.

PayPalian Award Q3 2007, Meteor Shower Award, Shining Star Award, Blue Moon Award

Work Experience

July 2007 - Current

Interaction Designer, Merchant Services, PayPal (an eBay company)

Lead cross-functional initiative to design next generation of 'PayPal Checkout' to increase customer loyalty and share-of-checkout on e-commerce merchant websites

March 2005 - April 2007

Interaction Designer, Global Risk Operations, PayPal (an eBay company)

Identify new product opportunity to design and launch next generation of fraud investigation and other internal tools, PayPal Security Key (www.paypal.com/securitykey)

July 2004 - February 2005

Associate Interaction Designer, International, PayPal (an eBay company)

May - June 2004

Associate (Intern), Jump Associates (<http://www.jumpassociates.com>)

Branding, pricing, product display and marketing strategy for 'Target' retail stores.

Other

March 2007 - February 2008

Advisor, LiveConnex (stealth-mode startup)

Product definition and interaction design for LiveConnex, a startup targeting the mobile consumer services marketplace.

Education

August 2001 - Dec 2003:

Master of Science in Design (Graphic Design), Arizona State University, Tempe

August 1995 - May 2000:

Bachelor of Architecture, School of Planning and Architecture, New Delhi