

# Chitvan Bindal

[cb4919@nyu.edu](mailto:cb4919@nyu.edu) | [LinkedIn](#) | [chitvanbindal.com](http://chitvanbindal.com)

---

## Professional Statement

I am a User Experience Researcher with expertise in **usability testing, user interviews, and data-driven insights**. With a background in learning sciences and human-computer interaction, I specialize in research for **K-12 education, children's media, and EdTech**. I thrive in **cross-functional teams**, translating user needs into actionable design improvements to create intuitive, engaging, and accessible digital experiences.

## Research Skills

Generative research, usability testing, surveys, interviews, observations, heuristic evaluation, concept testing, competitive analysis, ethnographic research, desk research, literature review.

## Tools

Adobe Suite, User Interviews, Notion, Articulate 360, Figma, Google Suite, Qualtrics, Mural, Microsoft Office, Dovetail, Airtable

## Education

**New York University** – M.A. in *Learning Technology & Experience Design (LTXD)* | May 2021 – Aug 2023 | New York (USA)

**Rajiv Gandhi University** – B.E. in *Electronics & Telecommunication Engineering* | 2010 | India

## Honors

Steinhardt Graduate Scholarship, 2023 | Education Communication Technology Portfolio Winner

Summer Scholarship, 2023 | Department of Administration, Leadership, and Technology

## Master's Thesis Project

**NYU Education Communication and Technology dept.** – *Learning and User Experience Designer* | New York Jan '23 – Aug '23

- Conducted discovery research to understand perspectives and attitudes of target audience on mindfulness and parenting
- Synthesized qualitative research findings to analyze the emerging themes and translated into actionable strategic direction.
- Designed and created a web tool (Hi-fi prototype) and a learning solution using rigorous learning and user experience methodologies

## Professional Experience

**Wonder Why Consulting LLC** – *Research Coordinator* | New York Sept '23 – Nov '23

- Collaborated with 5 researchers and clients to understand their study objectives, clarify their participant requirements, decide sourcing methods, screen, schedule, and assist 50+ participants throughout the research cycle
- Draft reliable screening questionnaires, supporting sampling and participant quality
- Safeguard data to keep 100+ participants' personal information secure survey, interviews

**Tech Fleet Community DAO** – *User Experience Researcher & Interim UXR Lead* | New Jersey Jun '23 – Aug '23

- Collaborated and executed research with 4 other researchers to help the client form assumptions about their audience and product using appropriate research methods: survey, interviews
- Led heuristic evaluation research and presented the critical findings to the clients and design team
- Managed and mentor a team of 2 researchers in agile setting to run usability sessions, make strategic decisions and create an MPV in the interim.

**Jessica Cox Foundation** – *User Experience Researcher & Project Manager for Accessibility* | New York Sept '22 – Jan '23

- Collaborated with 9 other stakeholders and work cross functionally with engineering, medical and design teams to align user needs with the project scope.
- Conducted in-depth interviews, field studies and literature research to gain a deep understanding of user needs, accessibility constraints and the competitive landscape of existing potential solutions
- Communicated progress to stakeholders including executive committee to deliver design directions from high level concepts to detailed inclusive designs

**Berlitz Corporation** – *Global Learning Product Designer Intern* | New Jersey

Sep '22 – Jan '23

- Supported development of online learning materials and content for 1000+ business French learners within Berlitz authoring tools
- Ideated user flow between Berlitz learning and culture products with a goal of increasing revenue of the latter by 20%

**Auriga Interactive Solutions LLC** – *User Experience designer* | New York

Jan '22 – Jun '22

- Analyzed existing company's digital interface to understand its strengths & weaknesses.
- Designed a new interface based on the research outcomes to increase its reachability amongst target audience & create smooth user interactions.

**FHI 360** – *User Experience Research & Design* | New York

Sept '21 – Dec '21

- Conducted 9 remote interviews and launched a survey for 500+ users while navigating the client's website
- Performed 4 usability testing and heuristic evaluation to understand user journeys
- Integrated user research into design practices to redesign the overall user experience and landing page layout by producing Hi-Fi user flows, site map, personas, and research documents for the organization's product team

**Little Wonders Convent School** - *Head Teacher* | India

2013 – 15

- Mentored over 150 middle and high school pupils in French language following an ICSE (Indian Certificate of Secondary Education) curricula.
- Promoted cross-cultural learning environment using audiovisual teaching aids to present subject matter to class.

## Other Experience

**flepourlezexperts** - *Blogger, YouTuber* (Founder)

2020 - Present

- Create content and reach the targeted audience on [WordPress](#).
- Raise awareness for the intended purpose(s) by reaching 15k+ users in less than 12 months of time.
- Design images, create/edit videos, and develop e-learning modules for the relative content on different social media(s) - [Instagram](#), [Pinterest](#), [YouTube](#).

**Freelance** - *French Language Teacher* | Online

2009 - Present

- Mentored over 70 students across the globe in French language development using technology with 80 percent pursuing French bachelor's and master's degrees.
- Developed key curricula and integrated immersive pedagogical methods for accelerated learning and understanding.
- Plan individualized study programs for beginner and intermediate learners.
- Fostered and sustained strong professional working relationships with students' parents.

## Language(s)

English (*proficient*), Hindi (*native*), and French (*proficient*).