

Mency Lobo

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EXPERIENCE

Sr UX Designer & Researcher

Indiana University

- Designed and launched a **generative AI health chatbot**, boosting **adoption by 60%** through user-centric, and trustworthy features.
- Performed **visual QA** on interfaces, **identifying 85+ UI inconsistencies** against Figma specs to improve design accuracy and reduce post-launch issues.
- Owned the **design of three research studies** including survey, participatory design, and usability testing to learn about frictions in using gen AI apps and voice assistants for health information.
- Conducted **40+ usability testing sessions** for **AI-powered health applications**, synthesizing insights into actionable design improvements that enhanced usability and engagement.
- Analyzed qualitative and quantitative data** from surveys, usability studies, and co-design workshops, translating findings into design recommendations that directly influence adoption rate of AI products.
- Led and mentored a multidisciplinary team of 8**, driving alignment across research, design, and engineering to deliver cohesive product experiences.

Feb 2025-Dec 2025

Indianapolis, IN

Product Designer

Stealth Startup

- Led the end-to-end design of a **mobile app from concept to launch**, working closely with cross-functional teams to ensure business alignment and **successful beta product launch**.
- Designed and **optimized 7 user flows**, and **5+ addressed edge cases** to enhance the overall user experience and app functionality.
- Designed **4 mobile notification frameworks** and **crafted notification UI and copy for 7 scenarios**, iterating across multiple rounds for clarity and impact.
- Built and launched the **company's marketing website using a no-code platform**, aligning design with brand strategy and optimizing for responsiveness and performance.

July 2024-June 2025

Indianapolis, IN

UX Designer

Johnson Controls

- Led the **redesign** of configuration experience of ExacqVision, a B2B enterprise security product, **increasing user satisfaction by 54%** and **2.7x faster workflows** using a user-centered design process.
- Performed in-depth user research using interviews, market analysis, field visits, and heuristic evaluations to understand security integrators' needs and translated user feedback into informed design decisions.
- Defined **8 key product requirements**, redesigned **3 user flows**, and **implemented 2 dashboards** with detailed interaction, and visual design, streamlining device hardware configuration experience for customers.
- Extended the existing mobile **design system** to desktop platforms, ensuring consistency in components, interactions, and visual hierarchy across devices.

Sept 2023-May 2024

Fishers, IN

UX Designer & Researcher

Indiana University

- Iteratively designed an **interactive prototype** for a Gen-AI-powered health app by transforming UX research concepts into high-fidelity mockups and **validated the concept** with **9+ users**.
- Created **wireframes, user flows**, and **high-fidelity UI** designs to conceptualize **4 AI/ML features**, such as text summary and chatbot, addressing 6 user needs.
- Executed comprehensive **accessibility assessments** of the prototype and the design library, achieving **100% compliance with WCAG guidelines** and creating a universally inclusive product.

Aug 2022-May 2024

Indianapolis, IN

Product Designer

Mealth Pvt Ltd

- Led the **design** of a mental health service providing platform, conducted **comprehensive user research**, and **crafted strategies to drive adoption** that helped the team **raise 3.5M INR in funding**.
- Developed user flows** and **designed concepts** informed by **market trend analysis** of 5 competitors to drive competitive differentiation.

July 2021- March 2022

Assam, India

EDUCATION

Indiana University

Master of Science in Human-Computer Interactions

May 2024

Indianapolis, IN

St. Xavier's College

Bachelor of Science in Physics

May 2021

Mumbai, India

SKILLS

Tools: Figma, FigJam, Balsamiq, Adobe XD, Miro, Atlas.ti, Voiceflow

Design: Sketching, Wireframing, Prototyping, Information Architecture, Storyboarding, Visual design, Ideation, Interaction design, Design System, WCAG Web Accessibility, UX Writing, Conversational UX

Research: User Research, User Interviews, Focus Groups, Surveys, Competitive Analysis, Affinity Diagrams, User Personas, Empathy Mapping, User Journey Mapping, User Flows, Usability Testing, Heuristic Evaluations, Product Strategy