

# MEGHANA MURTHY SIBI NARAYANA

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Utilizing UX Research and design to innovate solutions that help people and global organizations meet their strategic objectives.

## EDUCATION

**UC Berkeley School of Information**, Masters in Information Management & Systems 2016 – 2018  
Focus: UX Research and Design

**SJB Institute of Technology**, Affiliated to Visvesvaraya Technological University, India 2007 – 2011  
Bachelor of Engineering, Computer Science

## PROFESSIONAL EXPERIENCE

**Accenture Services Private Limited, India** 2011 – 2016

**Project Manager:** *Project Management, UX Research, Strategic Planning, Design, Development* 2014 – 2016

- Managed a development team (frontend and backend) and successfully automated customer feedback records for orders, thus helping the operation division to reduce overhead.
- Led UX research by contextual inquiry of the operations division staff to optimize the solution.

**Senior Software Engineering Analyst:** *UX Research, Design and Development* 2013 – 2014

- Led UX research by conducting contextual inquiry and persona development to design, create prototypes, develop, and implement enterprise technology solutions for Australia's leading Telecom client.
- Managed a team to replace the traditional order management with a customized express order management using agile methodologies. The front end was developed using Task Based UI and Open UI. Reduced the average handling time for an order from 7 minutes to 1.5 minutes

**Software Engineering Analyst:** *Production Defect Fix* 2012 – 2013

- Designed and developed automated remediation approaches after conducting contextual inquiry with relevant stakeholders.
- Developed Batch Framework using PL/SQL for auto generation of reports and remediation approaches.

**Associate Software Engineering Analyst:** *Production Support and Maintenance* 2011 – 2012

- Supported and maintained a Complex Telecom Application
- Interacted daily with business stakeholders for generating reports and identifying hidden trends from the data.
- Conducted a survey of the call centre sales representatives (end users) to understand the pain points.
- Interviewed the L1/L2 support team to understand the method used for categorization and automated the same.
- Automated various production data remediation techniques using Siebel eScripting, VB Script, PL/SQL which resulted in efficient work processes and reduced human errors.

## EXTRACUURICULARS

- Tutored underprivileged children under Teach India banner
- Event manager at Accenture corporate social responsibility campaign.

## SKILLS

- **USER EXPERIENCE:** Contextual inquiry, persona development, workflow modelling, prototyping, survey development, internal needs development
- **SOFTWARE TOOLS:** Siebel CRM, Rational Team Concert version control, Putty, Web Service - SOAP, JSON, Microsoft SQL server
- **PROGRAMMING:** Java, Siebel eScript, VB Script, JavaScript, SQL, C, C++, jQuery, Python, HTML, Unix Shell

## ACHIEVEMENTS

- Won the Stellar Award from Accenture Services Private Limited, India for the year 2012.
- Won the team award consecutively for multiple production releases adhering to the quality coding and configuration standards for 2013 - 2014.
- Won the Accenture Celebrates Excellence - Catalyst award for contribution to delivery excellence in value creation in the year 2014.