

NIHARIKA MISHRA

Design Manager and former Software Engineer with 6+ years shaping enterprise platforms and tools. I combine my technical fluency and design strategy to lead teams, define product vision, and deliver scalable, data-informed experiences.

EDUCATION

Bachelor of Science in
Computer Engineering
Rutgers University - New
Brunswick | May 2019

SKILLS

UX design · Interaction
design · Design systems ·
Prototyping · Usability
testing · A/B testing ·
Analytics-driven insights

Team leadership · Design
vision · Cross-functional
alignment · Executive
communication · Strategic
product influence

Figma · Claude Code ·
Lucidboard · Optimal
Workshop · Python ·
HTML/CSS · APIs · Data
systems

CORE COMPETENCIES

Cross Functional Partnership
Tooling & Platform Expertise
Data-Driven Design
Strategic Thinking
Leadership & Impact

CONTACT

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WORK EXPERIENCE

Design Manager | Capital One June 2025 - Present

Leading UX design and strategy for the Discover-to-Capital One migration. Designing the onboarding experience for millions of incoming Discover customers across native and web.

- Drove **design strategy** and roadmap prioritization by aligning product, engineering, and senior leaders on unified platform goals
- Redesigned performance analytics to surface actionable insights, enabling managers to make faster, **data-driven decisions**
- Improved platform adoption and trust, achieving **+12 NPS** and reducing manager **review cycle time by 25%**

Principal Designer | Capital One June 2022 - May 2025

Principal designer shaping design direction and experimentation for enterprise performance and talent platforms.

- Led **user research** and **A/B testing** to uncover behavioral insights, translating findings into design principles that informed platform evolution
- Executed pilot initiatives from hypothesis through **MVP launch**, translating prototypes and learnings into the final MVP to optimize how people leaders and associates engage with performance data
- Collaborated across **HR, Product, and Engineering** to embed design thinking and experimentation in roadmap planning
- Established the foundation for the current enterprise performance platform, aligning design outcomes with measurable business impact

Software Engineer | Capital One Aug 2019 - May 2022

Data engineer for U.S. Card's customer management platform.

- Built and maintained batch pipelines and real-time APIs supporting analytics and customer experience applications
- Improved data reliability and accessibility, enabling faster, data-driven decision-making across downstream systems

SWE Intern | Capital One June 2018 - Sept 2018

Developed automation tools for Commercial Banking microservices deployment.

- Streamlined CI/CD pipelines, reducing manual onboarding effort and accelerating release cycles