|  |  |
| --- | --- |
| **Karthikeyan Dhanasekaran**  **USER EXPERIENCE DESIGNER**  USABILITY ANALYST from Human Factors International  <https://www.karthik.dhana.com> +1(856) 242-4217 | **A close up of a sign  Description automatically generated** |
| **PROFILE**  User Experience Architect with a combined experience in, User research, Usability testing, Interaction design, Visual design & Information Architecture & UX/UI patterns with close to 20 Years of experience.  Usability Analyst from Human Factors International and having worked on various UX research methodologies such as In-person interviews, Usability testing, Card Sorting, Mind mapping, User journey maps and Touchpoints, Heuristic Evaluation, Cognitive walkthrough, Creating Personas and Scenarios, Defining Taxonomy & Task flow for Information Architecture, UX Design, Interaction design with a skillset of creating clickable prototypes using Axure RP 8.0 & 9.  Former Member of the Interaction Design Foundation as a leader to evangelize User Experience.  Few of clienteles that he worked with include Google, Fedex, Finning Caterpillar, BNSF Railways, Sandisk, Lloyds Banking, Juniper, Xenex, Standard Chartered Bank and many more…  **SKILLS**   |  |  |  | | --- | --- | --- | | **EVALUATION & RESEARCH**  Usability testing  Focus groups  Card sorting  Heuristic evaluation  Expert review  Competitive analysis  Accessibility WCAG & SEC508(ADO Compliance Audit & Strategy) Contextual Enquiry Cognitive Walkthrough | **DESIGN & STRATEGY** User Persona & Journey  Story Boarding  Task Flow  Information Architecture  Taxonomy  Wireframing  Interaction Design  Visual Design | **PROTOTYPING TOOLS** Axure RP 8 Irise Invision App  Adobe Creative Suite  Balsamiq  Sketch  Figma  Zeplin |   **EXPERIENCE**  **IFLOWSOFT INC** (Nov 2019 – Till Date) ,  **SENIOR ARCHITECT - USER EXPERIENCE**  CLIENT – Primero Edge (CyberSoft Inc) Houston, TX ROLE : User Experience Lead – 2.0 PRODUCTS   * Responsible for Primeroedge 2.0 UX design vision, strategy, conceptualization & implementation for all their 12+ products suites * Collaborate with product team & front-end development team to align the product requirements to satisfy business goal vs. user needs by performing user research, user interviews, surveys, contextual inquiries etc. * Simplifying the user's journey & task flows * Creating Wireframes, Lo- Hi fidelity mockups & Detailed Interaction designs * Responsible to keep updating the UI/UX interaction pattern library * Create designs adhering to ADA, SEC 508 & WCAG compliance   **MEDEANALYTICS INC** (September 2018 – Nov 2018) , Emeryville, California  **PRINCIPAL - USER EXPERIENCE – PRODUCTS**  Responsible for the overall user experience vision for products MedeWorks & Mede Create   * Responsible for all the end to end UX design deliverables. * Collaborate with multiple stakeholders such as product managers engineering team, & users to align the product requirements to satisfy business goal vs. user needs by performing user research, user interviews, surveys, contextual inquiries etc. * Working in a co-located scrum teams both as embedded member & consulting member for different products. * Simplifying the user's journey & task flows * Creating Wireframes, Lo- Hi fidelity mockups & Detailed Interaction designs * Peer reviews within the UX team (junior designers & head design) to provide & get feedbacks for the designs created by me and other designers. * Responsible to keep updating the UI/UX interaction pattern library * Monitoring the clicks analytical tool on quarterly basis to coordinate meeting with the specific users to hear their feedbacks. * Defined & Implementing ADA Compliance for MedeWorks SAAS Platform.   **HCL AMERICA INC** (February 2015 – September 2018) , Washington, DC **SENIOR ARCHITECT - USER EXPERIENCE DESIGN** CLIENT – IFC WORLDBANK GROUPS   * UX architect working on the IPortal flagship product of IFC to Gathering requirements & implementing design artifacts * Collaboratively defined the UX process, UI patterns, created pattern libraries, simplifying user & task flows and especially created and vetted the detailed interaction design for Iportal Loan modules * Worked on the Design System for Iportal 2.0 * Single point of contact for all the Loan product design requirements * Co-ordinating with other designers in offshore team for detail designed reviews & delegate works * Conducting User research & Competitive Analysis * Performing User testing, Heuristic Audits & defining Information Architecture & Create Wireframes for Websites, Legacy modernization Web Applications & Mobile Apps. * Create rapid Prototypes on the design thinking workshops. * Create and define functional specifications, working with Business managers, IFC Functional teams, IFC Business Users, development managers and other HCL America teams. * Define & Validate the high-level designs and ensuring accuracy and completeness of high-level designs against the business requirements. * Develops UX strategies and makes recommendations in application and program design to make ongoing  improve Usability that support system flexibility and performance, scalability and security. * Follow the IFC process of Design life cycle in validating Business scope and user needs. * Analyze various cross platform applications to meet the integration expectations   **HCL TECHNOLOGIES** (March 2015 – February 2018) **PRACTICE LEAD - USER EXPERIENCE DESIGN** Worked with various major top-notch clients like Google, Microsoft, FedEx, BNSF Railways, Lloyds Banking Group and more   * Leading the UX Coe APPS Division in Bangalore, India * Single point of contact for user experience design principles, however it includes defining UX strategy, design solutions, Innovate proposals & solutions. * Define User Experience Strategy & Governance * Help setting up Co-Innovation Design Labs * Requirement & Data Gathering * Conducting Quantitative & Qualitative Research & Competitive Analysis * Performing User testing, Heuristic Audits & defining Information Architecture & Create Wireframes for Websites, Legacy modernization Web Applications & Mobile Apps. * Rapid Prototyping   **CYBER GROUP INC** (November 2013 – March 2015) **MANAGER - USER EXPERIENCE DESIGN**  Worked in Cyber Groups Internal Products (Cloud ATTIQ & YINGIT Mobile App)& few Clients like Xenex, Monitronics inc, Tara Energy, Just Energy and more.   * Define User Experience Strategy & Protocols for all the projects & company use * Heading the UX Design Team of 7 Members and UX Program Management & Recruitment * Aligning Business Goal & User Goal to Define UX Strategy for the projects * Define Persona & User Journey * Conduct User Interviews & Card Sorting * Evangelizing User Experience across the Company through Tech Talks & Town hall Meets. Drove competitive user experience audits & usability research (user interviews, heuristic analysis, card sorting etc.)   **COLLABNET INC** (September 2010 – October 2013)  **SENIOR USER EXPERIENCE ENGINEER(UEX)- PRODUCTS**  Responsible for the overall user experience vision for CollabNet’s cloud products. Led the design of the ALM application TeamForge, collaborating with product heads and plan execute new directions and UI.   * UX Product Owner for TeamForge 6.2 * Re-designed the look and feel of CollabNet TeamForge & ScrumWorks to adhere with the Collabnet’s cloud branding strategy. * Designed new features such as Agile board, Planning Folders, Global Search and many more feature enhancements based on competitive analysis and users’ requirements & Conducting Design thinking sessions. * Took the user experience of the TEAM FORGE to the next level by continuously evaluating & performing User research & Usability testing & Focus groups & Competitive analysis * Create user stories for new ux improvements and organize planning / review meetings for UX Scrum team. * Defined Accessibility standards and compliance for Teamforge.   **DHYAN INFOTECH PVT LTD** (August 2006 – September 2010)  **LEAD CREATIVE DESIGN - PRODUCTS**  Redesigned and implemented existing user interface for Dhyan’s product Netman & Smartman ,to improve product usability & Experience   * Advocated user-centered approaches and best practices within the engineering team and provided design feedback, Expert Reviews & Heuristics Evaluation. * Simplified Navigation, Reduced Clicks & Cognitive Load by the defining Information Architecture. * Conducting Usability Testing & Contextual Interviews. * Introduced Mobile Design has a part of Innovation design sessions.   **VAYANA INDIA PVT LTD** (September 2004 – June 2006)  *Formerly known as Solutionnet*  **SYSTEMS ANALYST - UI DESIGNER - PRODUCTS**   * Joined has a Trainee Designer * Designed quite a number of ui designs for internet banking web applications. * Created ui design for pocket pc applications for net banking and insurance products.   **KS SOFT SOLUTIONS** (September 2000 – June 2003) **WEB DESIGNER**   * Created website design & templates & print collaterals etc.   **EDUCATION**   * Bachelor of Computer Application – from University of Madras * Diploma in Client Server Technology – APTECH Corporation – District Second * Certified Usability Analyst - HFI   **AWARDS**   * Best Innovation Award for Smart Device Controller App from IDF * 8 Spot Star Awards * Engineer of the Year | |