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| **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**

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| **EVALUATION & RESEARCH**Usability testingFocus groupsCard sortingHeuristic evaluationExpert reviewCompetitive analysisAccessibility WCAG & SEC508(ADO Compliance Audit & Strategy)Contextual EnquiryCognitive Walkthrough | **DESIGN & STRATEGY**User Persona & JourneyStory BoardingTask Flow Information ArchitectureTaxonomy WireframingInteraction DesignVisual Design | **PROTOTYPING TOOLS**Axure RP 8IriseInvision AppAdobe Creative SuiteBalsamiqSketchFigmaZeplin |

**EXPERIENCE****IFLOWSOFT INC** (Nov 2019 – Till Date) , **SENIOR ARCHITECT - USER EXPERIENCE** CLIENT – Primero Edge (CyberSoft Inc) Houston, TXROLE : 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
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