

CHAKSHU DALUJA

UX/UI Designer, Melbourne, Victoria

A human centric, solution savvy designer with 10+ years of corporate experience and 2 years as a designer in a fast-paced environment.

Looking for an opportunity where I can apply my vast work skills and design proficiency, to deliver an enhanced digital user-centric experience.

WORK EXPERIENCE AND PROJECTS

UX/UI Designer | Mohanji Global Foundation *November 2022 - Ongoing*

- Designed a **responsive** website.
- Created **personas, storyboards, customer journeys, scenarios** and **user flows**.
- Presented **user research** results to Stakeholders.
- Translated business ideas into **MVP** design, **low** and **high fidelity prototypes**.
- Created **wireframes** to demonstrate the flow to Developers and Stakeholders.
- Created an interactive **UI style guide** for Developers to follow.
- Executed **usability tests** of proposed solutions and ideas.

UX/UI Designer | Nida Architects *3 Months Contract*

- Helped the company to achieve its **sustainability** goals by **digitalising** contracts.
- Applied **customer insight** to streamline contract management workflow.
- Redesigned UI/UX based on **responsive** design and **user-centric** approach.
- Conducted **quantitative** and **qualitative** research.
- Created **personas** and **customer journey map** to empathise with users.
- Designed **dashboard** to provide information overview and analytical reports.
- Facilitated **MVP workshops** with stakeholders.
- Created clickable **prototypes** for **A/B testing**.
- Improved **UI interaction** by implementing Google material design principles.

UX Designer/ Digital Product Owner | OCBA, MOCS *1 Year Project*

- Developed a building app for **desktop** and **mobile** using **agile** methodology.
- Conducted **research**, established user needs and collaborated with application developers to achieve the desired outcome.
- Mapped a **user journey** to understand product touchpoints.
- Created **information architecture** leading to a streamlined user experience.
- Conducted **user testing** to validate requirements.
- Aligned cross-functional **stakeholders**.

Owners Corporation Manager | MOCS *March 2021 – Jan 2023*

- Negotiated complex agreements to achieve win-win outcomes for all teams.
- Planned, coordinated, and prioritised major project works to rationalise delivery.
- Successfully handled pressures of delivering major projects work under various constraints, such as time, resources, etc.
- Established long-term partnerships with various stakeholders, resulting in increased confidence, trust and client satisfaction.

Tesla Model 3 | *Introduced a New Feature* *July 2022*

Added a life-saving feature to the existing Tesla App. This feature assists paramedics and Tesla drivers during an accident.

Indigenous Literacy Foundation - NGO | *Team Project* *June 2022*

Increased partnership engagement and enhanced user confidence by redesigning pages and information architecture.

Australian Tax Office (ATO) | *Responsive website* *May 2022*

Redesigned and created a responsive website that enhanced the end-to-end user experience, leading to a greater use of digital taxation resources offered by the ATO and a reduction in the call volume.

CONTACT

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<https://chaksd.github.io/ChakshuDalujaPortfolio/>

TECHNICAL SKILLS

Colour Theory
Heuristic Evaluation
Interviews and Surveys
Information Architecture
Interactive design
Journey Maps
Responsive Design
Research and Analysis
Storyboard
Persona Creation
Prototyping
User Flows
Usability Testing
Miro
Wireframing
Figma
Adobe XD
Canva
HTML
CSS
JavaScript
Bootstrap
GitHub
jQuery
Visual Studio Code

Soft Skills

Analytic Intelligence
Emotional Intelligence
Problem Solving
Effective Communication
Growth Mindset
Result Oriented

EDUCATION

UI/UX Boot Camp

2022 | Monash University

Agent Rep & Owners Corporation Management

2015 | REIV

Bachelor of Journalism

2006 | La Trobe University

Achievement

Golden Key awarded on merit basis | La Trobe University