

CHAKSHU DALUJA

UX/UI Designer, Melbourne, Victoria

A human centric, solution savvy designer with over 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 enhanced digital user-centric experience.

WORK EXPERIENCE

UX/UI Designer | Nida Architects

3 Months Contract

- Helped company to achieve their **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

One Year Contract

- 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 - Ongoing

- 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.

Executive Asset Assistant | Teska & Carson

December 2019 – February 2021

- Served as a primary point of contact for all stakeholder on matters pertaining to directors, ensuring continuation of day-to-day operations.
- Applied **critical thinking** to manage and prioritise a broad variety of daily tasks.
- Facilitated workshops to brainstorm and **achieve agreeable outcomes** on complex matters.

KEY DESIGN PROJECTS

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
Wireframing
Miro
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