

# NIDHIN RAJENDRAN

## UI UX DESIGNER



+91 - 7560991140



nidhinrajendran19999@gmail.com



Ernakulam, Kerala

### SUMMARY

Aspiring Product Designer with 3+ years of experience as a Product Coordinator and Application Support Engineer, now transitioning into a user-centric design role. Proficient in tools like Figma, HTML, CSS, JavaScript, with a strong interest in creating clean, accessible, and engaging user experiences. Experienced in collaborating with cross-functional teams and preparing detailed reports and decks. Eager to apply real-world support insights to craft meaningful and user-friendly product designs.

### TECHNICAL SKILLS

FIGMA	JAVASCRIPT	JIRA	BOOTSTRAP
HTML	ADOBE XD	CANVA	TAILWIND
CSS	SERVICE NOW	SLACK	

### ASPIRING SKILLS

ILLUSTRATOR
PHOTOSHOP
SKETCH

### PROFESSIONAL EXPERIENCE

#### Tata Consultancy Services

July 2021 - Present

##### Application Support

##### Notebooks/BFSI Domain

Nov 2023 - Present

- Collaborated closely with the L3 support team to troubleshoot and resolve complex technical issues, ensuring minimal downtime and timely resolution.
- Created and maintained weekly, bi-weekly, and monthly decks to report issue trends, team performance, and resolution metrics for leadership and stakeholders.
- Ensured issues were resolved within defined SLAs, improving service reliability and customer satisfaction.
- Regularly interacted with end users and stakeholders to understand and resolve issues efficiently, maintaining clear communication and high responsiveness..

##### Product Coordinator

##### Operations team/Retail Domain

July 2021 - Mar 2022

- Worked closely with the Product Information Management (PIM) team to troubleshoot and resolve product-related issues, including product variants and article discrepancies.
- Conducted root cause analysis on product issues and implemented solutions to ensure accurate product information across systems
- Maintained SLA compliance by prioritizing and addressing critical product issues efficiently.
- Documented issue resolutions and best practices, contributing to knowledge base improvements for faster troubleshooting
- Collected and analyzed user feedback to assist in product improvement decisions.
- Worked closely with the design team to document and test new features before production.
- Designed internal presentations and UI walkthroughs for cross-functional teams.

##### Application Support

##### Operations team/Retail Domain

July 2021 - Mar 2022

- Worked on the Loyalty Online Service application, focusing on monitoring and resolving issues related to newsletters, products, articles, and attributes.
- Investigated and resolved newsletter delivery issues, ensuring successful communication to users and timely updates to stakeholders.
- Collaborated with users to gather issue details and provided resolution, ensuring tickets were closed within SLA timelines.

## PRODUCT DESIGN PROJECTS (PERSONAL)

### Doctor Consultation App – UX/UI Designer

- Designed a mobile-first medical consultation app enabling users to book doctor appointments, share reports, and chat with physicians.
- Focused on a clean UI for older users with simple navigation and intuitive onboarding.
- Built interactive prototypes in Figma and tested with 5 users for usability insight

### Internal Dashboard Redesign – UI Designer

- Revamped a cluttered internal dashboard used by support teams to track KPIs.
- Introduced a card-based layout, intuitive filtering, and data visualizations for faster decision-making.

### VR Box Retail App – Product Designer (Concept project)

- Designed a futuristic e-commerce app for virtual reality-based retail shopping.
- Focused on gesture-based navigation and immersive product displays.
- Conducted competitive analysis of VR shopping apps and mapped potential user flows.

### Accessible Chatbot – UI UX Designer

- Designed a chatbot UI optimized for users with color blindness using accessible color schemes and high-contrast design.
- Implemented WCAG 2.1 guidelines for contrast, font sizes, and interaction feedback.
- Validated design with color-blind simulation tools and user feedback.

## PRODUCT DEVELOPMENT PROJECTS (PERSONAL)

### Media Player (Web Application)

- Built a custom media player interface to play and manage audio content using React.
- Designed with React Bootstrap and Bootswatch for a clean and responsive UI.
- Tech Stack: React.js, HTML5, CSS3, JavaScript, React Bootstrap, Bootswatch

### E-Kart (E-commerce Website)

- Developed a fully functional e-commerce front-end with cart, product listings, and filters.
- Implemented state management using Redux and styled with Tailwind CSS.
- Tech Stack: React.js, Redux, HTML5, CSS3, JavaScript, Tailwind CSS

### Netflix Clone App (CRUD App)

- Recreated Netflix UI with basic CRUD functionality and responsive layout.
- Focused on media content layout, search interface, and user interactivity.
- Tech Stack: React.js, HTML5, CSS3, JavaScript, React Bootstrap, Bootswatch

## EDUCATION

### Bachelor of Technology in Civil Engineering

Jul 2017 - Jul 2021

APJ Abdul Kalam Technological University, Kerala

### Higher Secondary Education

Jun 2015 - Jun 2017

NSS Higher Secondary School, Tripunithura

## CERTIFICATIONS

- The Complete App Design Course - UX , UI and Design Thinking (Udemy)
- User Experience Design Essentials - Adobe XD UI UX Design (Udemy)
- HTML - Introduction to HTML web development (Udemy)

## SOFT SKILLS

- Leadership Quality
- Teamwork & Critical Thinking
- Decision Making
- Strong Problem Solving Skills
- Strong Communication Skills & Team Management

## ADDITIONAL INFORMATION

- **Languages:** English, Malayalam
- **Awards/Activities:** On the Spot Team Award (2021, 2023 & 2024) , Star Team Award (2022)
- **Interests:** Deep learning, Tech Curious, Arts, Cricket & Cricket Analysis
- **Creative Instagram Page:** nr\_\_creatives
- **My Portfolio :** [https://nidhinrajendran.github.io/Nidhin\\_Portfolio/](https://nidhinrajendran.github.io/Nidhin_Portfolio/)
- **Figma Designs :** [https://www.figma.com/design/JgE0QojRAcd3N5rT48LCPG/My\\_personal\\_projects?node-id=134-524&t=68JU155eXxj052TI-1](https://www.figma.com/design/JgE0QojRAcd3N5rT48LCPG/My_personal_projects?node-id=134-524&t=68JU155eXxj052TI-1)
- **Development Projects :** <https://nidhinrajendran.github.io/developmentProjects/>