

Rahul Chand Dhavala

User Researcher & Experience Designer

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www.designwithrahul.in

Certified design thinking practitioner from Wiley. Driven by the anonymity of problems, and the process of uncovering the why behind the what. Rational, yet creative in designing solutions which deliver value to the users and business. Outside of work, actively pursuing personal growth and mental agility through badminton and chess.

Experience

Aug 2019 – Dec 2024

User Researcher & Experience Designer

5.5 years at ELGi Equipments Limited, Bengaluru, India

- Worked on over 10 projects, collaborating with multiple business units
- Designed 4 critical business platforms such as ESFA, CDOC, and supplier and dealer portals, 2 HMIs, and 1 research project for next-generation product development
- Interviewed 30+ ELGi stakeholders and customers to identify challenges and uncover their unstated needs for various projects
- Developed interactive prototypes for 4 projects to test with users in their respective business units and refined designs based on their feedback.
- Assisted developers on 2 projects to ensure final product adhered to proposed design
- Recognized by product managers, IT & digital transformation teams for improving end-user productivity in their daily activities through designed solutions
- Collaborated with product managers and received appreciation for reshaping preconceived notions about ELGi's customer base by identifying six distinct personas, which helps ELGi strategize their next-generation compressors

Jun 2016 – Aug 2019

Digital Sculptor

3.2 years at ELGi Ultra Limited, Bengaluru, India

- Developed surface models for Ultra, including cookers, mixers, wet grinders, water purifiers, and IoT-based smart storage solutions

Dec 2015 – Feb 2016

Digital Sculptor Trainee

General Motors India, Bengaluru

- Worked under the guidance of mentors to achieve Class A surfacing

Nov 2014 – Jan 2015

Service Advisor

Safdarjung Hyundai, Delhi

- Assisted customers with vehicle issues, recommended maintenance, and handled inquiry calls

Education

Aug 2020 – Mar 2021

Executive Program in Data Driven Product Management

Indian Institute Of Management - Lucknow, India

2010 – 2014

B.Tech: Automobile Engineering

GIET College - Visakhapatnam

Project: Autonomous Car. Team Leader for the team of 10 members.

Certifications

Aug 2020 – Jun 2021

[Executive Program in Data Driven Product Management](#)

IIM Lucknow - WileyNXT

Apr 2021

[Design Thinking Practitioner](#)

WileyNXT

Jun 2022

[Data Driven Design - Quantitative Research For UX](#)

Interaction Design Foundation

Skills

Interviewing users and synthesizing findings

Information Architecture

Wireframing & Prototyping with Figma, Adobe XD