



# YARIJARLA PRAVALIKA

UI/UX DEVELOPER AND DESIGNER

## CONTACT

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## EDUCATION

### BACHELOR OF ENGINEERING - ECE

Dr. L B College of Engineering For Women - {2013-2017}

### INTERMEDIATE - M.P.C

Sri Chaitanya Junior College - (2011-2013)

### SSC - 10TH

MPL High School - (2011)

## SKILLS

- HTML & CSS
- Bootstrap
- JavaScript
- ReactJS
- Adobe XD
- Figma
- Adobe Illustrator
- Adobe Photoshop

## CERTIFICATIONS

- Certificate in UI/UX Development from Tech Mahindra Foundation

## PROFILE SUMMARY

Closely working with the customer support feedback team to ensure collect the feedback from the customers and analyzing pain points to develop and design user-friendly application. Worked with both development and designing teams to create, improve, and maintain brand consistency using key skills like HTML and CSS. Also, knowing Adobe XD and Figma to design and develop front-end applications visually by creating Wireframes and Prototypes. And also, assisting the team and maintaining team work for a better results on customer satisfaction.

## WORK EXPERIENCE

### Lead, Operations

2020 Jun - 2023 Dec

Concentrix Daksh Services India Pvt. Ltd.

- Conducting, analyzing, and reviewing customer feedback and usage data to identify areas for improvement. Iterating designs based on customer needs, preferences, and pain points to enhance satisfaction and usability.
- Creating wireframes and prototypes, and collaborating with developers to implement designs. Optimize application performance and user experience.
- Write clean, maintainable, and well-documented code. Conduct code reviews and ensure adherence to coding standards and best practices.
- Collaborate with cross-functional teams, including product managers and customer service representatives, to align on design goals and requirements.

### Subject Matter Expert

2019 Aug - 2020 May

Concentrix Daksh Services India Pvt. Ltd.

- Educate customer support teams on front-end technologies and best practices. Create and update support documentation related to front-end features and functionalities.
- Work with design and development teams to enhance user experience. Ensure that design changes align with user needs and expectations. Analyze customer feedback to inform design improvements.

### Email Advisor

2018 Jun - 2019 Jul

Concentrix Daksh Services India Pvt. Ltd.

- Providing clear and concise guidance on how to use the product effectively. Addressing user issues related to interface usability and functionality.
- Explaining new features and updates to enhance user understanding and experience. Gathering user feedback to identify pain points and areas for improvement.