YARIJARLA PRAVALIKA

UI/UX DEVELOPER AND DESIGNER

CONTACT

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✉ pravalikayarijarla@gmail.com

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

Portfolio

Figma-project

PROFILE SUMMARY

Collaborated closely with the customer support feedback team to gather all customer feedback, analyze pain points, and develop user-friendly applications, worked in both developing and designing teams with a strong background in enhancing customer service experiences. Proficient in design principles, front-end development, and usability testing, and a passion for solving user problems. Experienced in collaborating with cross-functional teams to deliver high-quality digital products that improve customer interactions and drive business success.

WORK EXPERIENCE

Specialist- UI/UX, Operations
2020 Nov - 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 Nov

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.