

# SURYA TEJA SHANKAPALLY

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## PROFESSIONAL SUMMARY

User-Centered UI/UX Designer with **4+ years** of experience designing responsive web and mobile applications across **Generative AI, Banking, Insurance, Data Analytics, and Urban domains**. Skilled in user research, usability testing, wireframing, prototyping, and visual design. Proficient with Figma, Adobe XD, and Illustrator. Adept at collaborating with cross-functional teams and maintaining scalable design systems aligned with accessibility standards.

## EDUCATION

**B. Tech in Mechanical Engineering** April 2021  
KG Reddy College of Engineering and Technology

**Diploma in Mechanical Engineering** May 2018  
TRR College of Polytechnic

## SKILLS

**Design Skills:** User Research, Personas, Storyboarding, User Journeys, Sketching, Wireframes, Prototyping, Interaction Design, Visual Design, Responsive Design, Web Content Accessibility Guidelines (WCAG), Design Systems

**Tools:** Figma, Adobe XD, Adobe Illustrator, Adobe Creative Cloud

**Technical Skills:** HTML/CSS (basic understanding), Usability Testing, Design Specification

**Methodologies:** User-Centered Design, Design Thinking, Agile Collaboration

**Soft Skills:** Communication, Collaboration, Problem Solving, Presentation

## WORK EXPERIENCE

**Tata Consultancy Services (TCS), Hyderabad, India** Feb 2022 – Present  
*UX Designer*

- Conducted extensive **user research, heuristic evaluations, and usability tests**, improving task success rate by **20%**.
- Developed **wireframes, interactive prototypes, and high-fidelity UI mockups** aligned with accessibility standards.
- Led creation of a **scalable design system ensuring WCAG compliance** across global markets.
- Partnered with **product managers, developers, and QA**, resulting in **95% on-time delivery**.
- Reduced workflow steps by **40%** and increased developer efficiency by **70%**.
- Decreased revision cycles by **50%** through improved design review workflows.
- Boosted stakeholder approvals by **30%**, reducing UI defects below **2%**.
- Contributed to **process improvement** and design tool adoption across the team.

**Greeniiac, Remote** Oct 2021 – Dec 2021  
*Illustrator Intern*

- Translated scripts into **visually compelling illustrations aligned with brand goals**.
- Delivered artwork **ahead of schedule**, improving visual quality metrics by **12%**.

## PROJECTS

### Agentic Orchestration Platform

- Designed workflows for **agent registration, agent creation, and conversation management**, enabling **scalable AI orchestration**.

## Vendor Sustainability Assessment Portal

- Redesigned **400+ question compliance workflow** using **agentic document extraction**.
- Reduced **user fatigue and completion time** through smart prioritization.

## API Strategy & Registration Platform

- Built **low-code API mapping and testing interface** reducing engineering dependency.
- Improved transparency and reduced **runtime errors**.

## Field Officer Companion App (POC)

- Designed **offline-first mobile UX** with geofencing and optimistic UI.
- Reduced field visit completion time by **50%**.

## Custom Action Creator

- Enabled **safe JSON-based business action creation** through guided workflows.
- Eliminated syntax errors and improved usability.

## CERTIFICATIONS

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### TCS Certifications

TCS Elevate Wings1, UX Foundation, Design Thinking Foundation, Media Measurement Curriculum

### Google UX Design

Foundations of UX Design, UX Design Process: Empathize, Define, Ideate

## LANGUAGES AND INTERESTS

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English, Telugu, Hindi

Sketching, Writing, Exploring UI Trends