

SURYA TEJA SHANKAPALLY

Senior UX Designer | AI, Enterprise & Platform Products

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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 KG Reddy College of Engineering and Technology	April 2021
Diploma in Mechanical Engineering TRR College of Polytechnic	May 2018

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 <i>UX Designer</i>	Feb 2022 – Present
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- 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 <i>Illustrator Intern</i>	Oct 2021 – Dec 2021
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- 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

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

English, Telugu, Hindi

Sketching, Writing, Exploring UI Trends