

Niharika Dalal

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Work Experience

Product Designer, EXL 2021 - Present

- **Led the design efforts** of a unified platform for a global payment solutions company to standardize CSR tracking and reporting, delivering consistent initiative tracking and high-level data visualization for leadership.
- Designed multiple student and counselor-facing applications for a leading client in the education industry. **Optimized transcript evaluation performance by 60%** for counselors by streamlining the scholarship application process; and enabled prospective students to track academic requirements for graduation.
- **Redesigned a customer-facing website** for a leading home insurance company as part of a Request for Proposal (RFP) demo, which **successfully won the project**. The design drove **increased engagement** by shifting to a **user-centric focus**, incorporating vibrant color schemes, and **optimizing task-oriented navigation** to deliver an impactful and intuitive user experience.
- Collaborated with a top-tier global bank to **streamline their loan application process**, designed a document data extraction tool to **enhance efficiency** and a Gen AI chat application to **improve information retrieval**.
- Guided and collaborated on multiple other applications with product managers and engineers within **cross-functional SCRUM teams**, ensuring adherence to style guides for a high-quality user experience.

Front-end Developer, Clairvoyant AI 2020 - 2021

- Collaborated closely with a UX designer to develop a ReactJS UI for a top e-commerce payment platform.
 - Engaged with a cross-functional and cross-cultural team, implementing Agile practices and technologies.
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Education

Google UX Design Certification, Coursera	2021
Rochester Institute of Technology, MS in Software Engineering	2020
Narsee Monjee Institute of Management Studies (NMIMS), BTech in Computer Engineering	2017

Skills

Design: User experience (UX) and User interface (UI) design, Interaction design, Visual design, Product design, User research, User journey maps, User flow diagrams, Persona, Wireframing, Rapid prototyping, Usability testing

Tools: Figma, Adobe XD, Invision, Balsamiq, Photoshop, JIRA, ReactJS, JavaScript, HTML/CSS