

Niket Shukla

<https://niketshukla.github.io/portfolio> | niketshukla108@gmail.com | +1 (647) 863-5646

SUMMARY

Passionate User Experience Designer, adept at crafting seamless user experiences, proficient in integrating front-end development expertise to drive user engagement and satisfaction.

SKILLS

Design: User Research, Information Architecture, User Flow, Journey Mapping, Wireframing, Prototyping, Usability Testing, Responsive Design, Accessibility

Software: Figma, Adobe XD, Photoshop, HTML, CSS, JavaScript, React JS, GitHub, Jira

Soft Skills: Communication, Collaboration, Problem-Solving, Empathy & User Advocacy

WORK HISTORY

Senior Associate Technology | Synechron

May 2023 - Oct 2023 | Canada

- Collaborated with the team on Swift Reporting System to conduct thorough **usability tests**, including task-based testing, resulting in a 14% increase in usability scores
- Analyzed **research data** from 30 users, identifying patterns and resolving 11 critical usability issues
- Participated in a **design sprint**, analyzing user feedback and test results to identify **pain points** and address key issues, leading to targeted design enhancements
- Worked on a Unified Reporting System that generates, schedules, edits and downloads a report as per the needs of the client using React JS, Context API and AG Grid

UX Designer | Contract - Tech Mahindra

Feb 2022 - May 2022 | Canada

- Improved user satisfaction by redesigning Futuri Tether Widget page to adapt to mobile devices and incorporating modern aesthetics through 2+ rounds of **sketching**, **wireframing** and **prototyping**
- Ensuring adherence to the Accessibility for Ontarians with Disabilities Act (**AODA**) standards for website accessibility
- Partnered with stakeholders, product manager and engineering team using **agile development** framework to ensure quality delivery of the product

UX Designer | Freelance - First Source Financial

Jun 2021 - Jan 2022 | India

- Incorporated insights from extensive **user research data** to refine the user journey and optimize the user flow, ensuring a seamless and intuitive experience for FinTrack users
- Executed **user-centric** features such as newsletters and a watchlist to track different investment funds
- Performed **A/B testing** to implement intuitive data visualization tools, including graphs and charts, enhancing user experience in tracking investments efficiently
- Facilitated seamless connectivity with investment agents, leading to an 18% improvement in user-reported confidence in making investment decisions, validated through post-implementation surveys

UX Designer | Creative Mantra

Apr 2020 - Mar 2021 | India

- Bought significant insights into UX design resulting in a 62% increase in **user satisfaction** among truck drivers, facilitating easier navigation and data management within the application
- Implemented features tailored to carrier company needs, leading to a 44% reduction in penalties due to non-compliance and an increase in **data accuracy** through automated data-logging functionalities
- Collaborated closely with cross-functional teams to conceptualize and implement **user-centric** design solutions, ensuring alignment with project goals and objectives

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Front End Developer | Creative Mantra

Nov 2013 - Oct 2019 | India

- Facilitated seamless client interactions by employing **empathetic** communication to deeply understand technical requirements, design flow, data security, and operational needs
- Working on an admin dashboard for logistic client using React JS and TypeScript
- Defined functional components to **optimize** driver and vehicle components and Redux for state management
- Managed to implement rich **data-driven** web applications by consuming RESTful APIs

Education

Master of Computer Application | Engineering Technology
Sardar Patel Institute of Technology

May 2013 | India