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, Personas, 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 EXPERIENCE

Senior Associate Technology | Synechron - (Client Citi Bank)   May 2023 - Oct 2023
- 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 qualitative **user research** data from 30 users, identifying patterns and resolving 11 critical 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
- 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 highlighting **diversity** and **inclusion** in our product
- 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
- Incorporated insights from extensive **quantitative** and **qualitative** user research data and personas to refine the user journey and optimize the user flow, ensuring a seamless 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
- 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
- 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   May 2013
Sardar Patel Institute of Technology