

Ravi Shankar Kunapuli.

A developer-turned-designer trying to find my niche in Accessibility.

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PROFESSIONAL EXPERIENCE

User Experience Designer | Allied Solutions, Carmel, IN

May 2023 - Present

- Migrated, improved, and scaled the design system from Sketch to Figma along with Senior Designers, ensuring compliance with WCAG accessibility standards, and reducing design iteration time by 40%. Coordinated with the UX Engineers to integrate components with Storybook.
- Collaborated with researchers, designers, and product managers to enhance the web app's search experience through Agile collaboration. Usability tests with 13 participants revealed an 85% increase in user satisfaction. Reduced design bugs demonstrate efficient dev handoffs.
- Researched and created an alert interface for plastic card compromises by collaborating with researchers and SMEs, aiding Allied's risk assessment to reduce insurance claims. This achieved 100% positive user feedback.
- Coded qualitative data and designed two interactive concept prototypes to integrate a debt collection app with Allied's web app. Received positive feedback from Product Management for alignment with business goals.
- Gathered and monitored user behavior metrics using Google Analytics.

UX Research Assistant | Indiana University, Indianapolis, IN

Aug 2022 - Dec 2022

- Collaborated with Associate Professor of HCI on two impactful user research projects addressing social justice issues. Studied and participated in mixed-method research practices.
- Analyzed 4 user interviews and synthesized the user data to present the findings as part of the user research projects.

Graphic Designer | Indiana University, Indianapolis, IN

Nov 2022 - Jan 2024

- Designed 20+ digital and print media using visual design principles and Adobe Creative Cloud adhering to Indiana University brand guidelines.

Software Developer 2 | Rebel Foods Pvt. Ltd., Bangalore

Jul 2021 - Jul 2022

- Coded the logic of displaying the Promised Delivery Time to the users as part of the 0% Contact - 100% Customer Delight KRA, reducing the number of customers contacting for order whereabouts by 35%.
- Developed 7 back-end services for the EatSure food delivery mobile app using Node.JS and Typescript.
- Coordinated cross-functionally with product managers, UX designers, and engineers for requirement gathering in the fast-paced startup.

Software Developer 1 | Oracle, Bangalore

Jun 2018 - Jul 2021

- Conceptualized and took leadership in prototyping and coding a Database Differentiator tool, optimizing to reduce the time taken by 95%.
- Programmed and took ownership of multiple modules in Retail Merchandising System (B2B SaaS) on Oracle Cloud using Java, PL/SQL.
- Gained omnichannel retail enterprise knowledge through cross-functional collaboration with engineers, QA, client, and product teams.

EDUCATION

MS, Human-Computer Interaction

Indiana University, Indianapolis, IN

Aug 2022 - May 2024

B.Tech, Computer Science Eng.

PDPM IIITDM, Jabalpur, India

Aug 2014 - Aug/2018

SKILLS

Design and Research

User-centered design, UI Design (Web and Mobile), UX Design, Qualitative Research, Interviews, Persona, Customer Journey Map, A/B Testing, Data Analysis, User Flows, Wireframes, Low-fidelity and High-fidelity Prototyping, Responsive Design, Information Architecture, Interaction Design, Conversational UI, Design Systems, Typography, Visual Design, Usability Testing, Design Thinking, WCAG Web Accessibility

Tools and Languages

Figma, Sketch, Miro, Adobe XD, Illustrator, Photoshop, InVision, Blender, Unity, HTML, CSS, Javascript, SQL, Microsoft Clarity, GA4

Project Management

Jira, GitHub, Confluence, Agile Software Development

ACHIEVEMENTS

IU Annual T-shirt Design Contest

Secured 1st place

IU Design Sprint, Parks of the Future

Secured 3rd place

CERTIFICATIONS

Social and Behavioral Responsible Conduct of Research - CITI

Human Research - Social/

Behavioral Researcher - CITI

LEADERSHIP

Placement Cell Representative

IIITDM Jabalpur

Coordinator of Arts and Crafts Club

IIITDM Jabalpur