

KANIKA DAWALIA

SENIOR UX DESIGNER

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Senior Experience Designer and National Institute of Design (NID) alumni with over 6 years of experience designing complex product interfaces, tools, and enterprise portals. Adept at structuring complex information architecture, creating scalable design systems, and prototyping advanced interactions. Strong collaborator accustomed to working directly with engineers and stakeholders to ship high-quality products. **Power user of generative AI tools (Figma AI, Gemini, Claude)** to accelerate iteration, design exploration, and problem framing within fast-paced environments.

EXPERIENCE

Verizon | Senior Experience Designer II | December 2024 – Present

- Designed **complex product interfaces for the NaaS portal**, creating an adaptive configuration engine to manage legacy cloud API integrations while enabling dynamic parameter editing.
- Architected **a unified B2B checkout engine** that consolidated diverse, complex network lifecycle operations (MACD) into a single, cohesive transactional experience.
- Utilized **generative AI tools (Gemini, NotebookLM, Figma AI, Figma Make)** to prototype and explore multiple system-level design directions early, accelerating iteration while maintaining visual craft and accessibility.
- Re-architected the **SSO self-serve configuration flow**, accelerating **time to value by 90%, increasing adoption by 34%, and reducing support calls by 42% (\$600K annual cost savings)**.
- Facilitated cross-functional design thinking workshops, working directly with Engineering, Product, and Security stakeholders on experience vision and execution.

Dr.Reddy’s Laboratories | Senior UX Designer | September 2022 – November 2024

- Designed a **comprehensive project management platform** and dashboards to streamline new product launch activities, **cutting delays by 30% and saving ₹2–2.5 crores annually**.
- Led stakeholder workshops** to design and implement hands-free smart assistance in labs, streamlining complex workflows to **slash paperwork by 60% and save 3.5 hours per analyst**.
- Designed a **CRM mobile app for pharmaceutical sales reps**, integrating third-party tracking functionality to boost engagement and user adoption.
- Mentored a team of 5+ junior designers**, focusing on design systems, interaction design, and visual craft.

Dr.Reddy’s Laboratories X National Institute of Design | Graduation Project

- Led **smart glass technology integration project in laboratories with AR**, conducting user research, user journey mapping, **designing voice user interface using conversational design** and UI/UX design practices following Agile principles resulting in reducing 10 hours per week of manual documentation.
- Facilitated stakeholder collaboration across 5 departments** aligning business and user needs with product managers and developers, enhancing project coherence.

Wipro | Analyst | September 2019 – October 2020

- T-Mobile and Cigna Healthcare Project – Evaluated Annual Enrolment user flows and identified interaction edge cases by conducting user research and usability testing with 50+ users.
- Developed a strategic plan for implementing changes that delivered a highly inclusive user experience, resulting in a **30% increase in user satisfaction**.

NTT Data | Software Development Senior Associate | August 2017 – February 2019

- JLL Portfolio Lease Management System –Evaluated an existing Portfolio Lease Management platform for interaction and accessibility gaps through extensive usability testing.
- Successfully transformed the platform to **meet AA Level web accessibility** standards as per WCAG, resulting in a **40% increase in compliance** and a 20% improvement in user satisfaction.

WESEE | DRDO | Internship | June 2016 – July 2016

- Improved UI responsiveness of ship combat automation system & collaborated with developers, delivering key components on time.

EDUCATION

Masters in Design

National Institute of Design, Bangalore

Bachelor of Technology–Computer Science

Inderprastha Engineering College

CERTIFICATIONS

- Google AI
- Google AI Essentials Specialization
- Human Health & Climate Change

TOOLS

- Figma
- Figma AI
- Gemini
- NotebookLM
- Claude
- Jira
- Miro
- Adobe XD
- Adobe Illustrator

SKILLS

- User Experience Design
- User Research
- Vibe Coding
- UX Writing
- Product Strategy
- Service Design
- Systems Thinking
- Wire framing
- Information Architecture
- Prototyping
- User Flows
- Storyboarding
- Visual Design
- Mockups
- Workshop Facilitation
- Stakeholder Management
- Agile Methodology
- Cross Functional Team Collaboration