KANIKA DAWALIA

SENIOR UX DESIGNER

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With over 4 years of experience across domains such as accessibility, smart assistants, and voice user interfaces, I specialize in building products, design strategy, and research.

💼 EXPERIENCE

Dr.Reddy's Laboratories | Senior UX Designer | September 2022 – Present
- Implemented the development of digital products across Quality, Manufacturing, Emerging Markets & Sales. Facilitated design thinking workshops that drove a 35% efficiency improvement through organizational design adoption.
- Led cross-functional collaboration for handsfree smart assistance in laboratories, reducing paperwork by 60% and tripling efficiency of lab analysts.
- Designed an enterprise project management platform, streamlining new product launch activities, cutting delays by 30% and saving ₹2-2.5 crores annually.
- Designed a CRM mobile application resulting in a 40% increase in engagement and a 25% boost in user adoption among pharmaceutical sales representatives. The app now supports over 7000 active users.
- Mentored 5+ junior designers and guided user research & usability testing in the design team closely monitoring the progress, improving design output quality by 50% while reducing post-launch issues by 25 %.

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 Insurance – Conducted research with over 50 users to evaluate the current Annual Enrollment user flows, uncovering key gaps and trends.
- Implemented strategic design changes based on research insights, resulting in a 30% increase in user satisfaction and a 25% reduction in enrollment time.

NTT Data | Software Development Senior Associate | August 2017 – February 2019
- JLL Portfolio Lease Management System – Evaluated existing platform for accessibility issues through extensive usability testing with 20+ users.
- Crafted a comprehensive design strategy to address identified accessibility challenges. Successfully transformed the website to meet AA Level accessibility standards, resulting in a 50% increase in accessibility compliance and a 20% improvement in user satisfaction scores.

WESEE | DRDO | Internship | June 2016 – July 2016
- Improved UI responsiveness of ship combat automation system by 20% & collaborated with developers, delivering key components on time.

🎓 EDUCATION

Masters in Design | Universal Design | September 2020 – December 2023
National Institute of Design, Bangalore

Bachelor of Technology | Computer Science Engineering | August 2013 – June 2017
Inderprastha Engineering College

🛠 TOOLS

Figma
Jira
Miro
Adobe XD
Adobe Illustrator
Adobe Photoshop
Adobe Premiere Pro

◎ SKILLS

User Experience Design
User Research
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

📜 CERTFICATIONS

Google UX Design Professional Certificate

Certification program by Coursera on User Experience

Human Health & Climate Change

Study & analysis of the effects of climate change on the human health by the World Health Organisation(WHO).