

Karthikeyan Kandavelu

User Experience Specialist – 8+ Years



UX Skills

User Centered Design
Design Thinking
Co Design
Interaction Design
HCI - *Human Computer Interaction*
User Testing
Persona Creation
User Journey Maps
Requirement Analysis
Information Architecture
Heuristic Evaluation
Ethnographic Study
Wireframes and Mock-up
User Interface Design
Hand Drafting

UX Tools

System Usability Scale
User Interview
Focus Group
Survey & Questionnaire
Card Sorting
Task Analysis
Prototyping

Software Skills

Balsamiq
Axure RP
Proto.io
Adobe Creative Suite

Education & Certification

- EDGE – White Belt, *Certified agile practitioner* from Shell – July 2017
- Advanced User Experience Design from UX Mint, Chennai – May 2015
- B.Tech. Information Technology from MNM Jain Eng. College – Mar2008

Career History

Royal Dutch Shell	UX Analyst	Oct 2016*
Caterpillar India Pvt. Ltd.	UX Engineer	Dec 2015 – Sep 2016
Tata Consultancy Services	UX Designer	May 2014 – Dec 2015
Cognizant Technology Solution	UI/UX Designer	Oct 2012 – May 2014
Edukite Learning Pvt. Ltd.	3D Artist	Aug 2009 – Feb 2012

Project Highlights

HR Transformation Program: *The Program is to improve Shell HR experience through Cloud transformation and re-define user experience (Shell)*

Contribution in defining UX Strategy – Liaise between multiple stakeholders to progress the UX activities – Association in Persona and Employee Journey map creation – Quantitative and Qualitative user research to realize the current HR Experience and need of employees and business – Assist content owners with templates and layouts to achieve unified and consistent content experience – workshops with content owners to define the layouts and interactions – Walkthroughs on future landscape to *Decision Review Board* through User flows and Interactive prototypes – Suggested AB Testing on cloud configuration to realize best UX fits the organization

Share Point Intranet Re-design: *UX Improvement for internal Share Point Portals (Shell)*

Measured product satisfaction through System Usability Scale – Strategic engagement with stakeholders to define valuable UX improvements and steps to achieve – Understanding Share Point capabilities and internal restrictions and suggest feasible and optimal UX Improvements – Information Architecture *analysis* and *re-design suggestions* for easy and quick access of content – Better page layout design for quick findability of content – Inputs for content/product owners to increase their portal priority in search results

CPM Simulator: *iPad application to simulate wheel loaders for training (Caterpillar India)*

Requirement analysis and defined the UX Scope – Task prioritization and Task analysis – Information architecture – Interactive wireframes – Simple & Highly intuitive users interface focusing on new users – close connect with development team to ensure defined usability functionalities are in place

Forestry: *Revamp of Web application which is used to manage and monitor fleet of forestry equipment and enhancement for responsive layout (Caterpillar India)*

Virtual interviews with product users to understand their ways of working – Task analysis in focus to simplify the existing process – user testing with Interactions and layouts – Iterations based on user testing observation to improve the task accomplishment and intuitiveness of the application – Role based information architecture – Responsive & Fluid layout

NutriMax: *Field study, User Research and Competitor analysis to increase the Customer Experience (Personal Project)*

NutriMax e-commerce portal UX Enhancement – Field study in their retail outlets, Promotion stalls to understand customer needs – User Interviews and surveys to measure Customer Satisfaction – Frequent brainstorming sessions with business to identify data requirement from valuable customers, for extending their foot-prints across Bangalore and increase their product ranges – Customer interviews and surveys in Organic Millet Trade Fair 2017 focusing on the competitors customer experience