

Vivekananda Kondapalli

Lead UX Designer | <https://vivek-kondapalli.com/>

PROFESSIONAL SUMMARY

- 14 Years of experience in User Experience Design/Business Analysis.
- Strong experience working with Salesforce Lightning Design System, Google Material Design, and Apple Human Interface Guidelines.
- Substantial experience in creating design systems and shared libraries for reusable components and styles.
- Highly qualified in design collaborations connecting product, engineering, and marketing teams.
- Proven ability to work in a cross-discipline, open and creative team in Agile environment.
- Highly creative and detail oriented UX advocate.
- Independent and can manage multiple UX projects.
- Expert in working with industry-standard prototyping/visualization tools, processes, and procedures.
- Expert in driving the design of products from initial concept through to final implementation.
- Proficient in understanding research methodologies and using them wisely to drive design decisions.
- Highly proactive in describing and communicating the designs to developers, testers, PMs, senior leadership, and other designers.
- Proficient with User Experience, UI Design, and Architecture primarily for web-based applications and large volumes of dynamic content.
- Strong knowledge of current design trends, web and mobile design technology opportunities and limitations.

Technical Skills:

- Figma Advanced
- Wireframing, Prototyping
- Adobe Photoshop, Adobe Illustrator, Adobe Captivate - Instructional Design
- Gen AI, Machine Learning, Analytics
- Accessibility Testing/ WCAG 508 Compliance
- Microsoft 365, Azure DevOps, Dynamics 365, SharePoint

PROFESSIONAL EXPERIENCE

Lead UX Designer, GCOM Software LLC
New York (Remote)
August 2018 – Present

Project Name: NYC DOT Authorized Parking

A responsive, multilingual web application designed to support the processing, maintenance and delivery of special permits, disability parking permits for NYC and NYS residents.

Senior User Experience Designer

Responsibilities:

- Ideated and designed interfaces through user interviews, use cases and design discussions.
- Produced high fidelity prototypes, review with stakeholders, and deliver to developers.
- Observed firsthand how users interact with various devices and screen sizes while accessing permit-related information and therefore understood user behavior patterns, preferences, and pain points.
- Optimized performance across devices and network conditions to ensure efficient processing and delivery of permit-related services through techniques like image compression, lazy loading, and code minification to guarantee fast loading times and smooth user experiences.
- Actively worked with NYC DOT Staff to tackle such as browser compatibility, viewport inconsistencies, and accessibility requirements.
- Developed user-friendly interfaces for Agency staff officials to interact with AI-driven parking suggestions, improving permit issuance efficiency
- Iterated on design elements, features, and functionalities, ensuring that the application meets the needs and expectations of its diverse user base while maintaining responsiveness and usability.
- Utilized opportunities to experiment with new frameworks, design patterns, and accessibility standards, ensuring that the application leverages cutting-edge techniques to deliver inclusive user experience.

Technical Environment: Adobe XD as well as Figma for Clickable Prototypes, initially implemented using Drupal CMS but later moved to Salesforce. User Testing conducted on UserZoom platform, HTML and CSS.

Project Name: Housing Secure for NYC HPD DSAS

Housing Secure is a large-scale technology modernization initiative for the Division of Tenant Resources (DTR) within NYC Housing Preservation and Development (HPD). The project focuses on modernizing the DTR Subsidy Automation System (DSAS), a legacy platform responsible for administering multiple rental subsidy programs that help eligible low-income New Yorkers access safe, decent, and affordable housing.

Responsibilities:

- Conducted user research to understand user needs, pain points, and behaviors across complex systems.
- Mapped complex workflows and service journeys to simplify end-to-end user experiences.
- Created wireframes and interaction models to translate requirements into intuitive design solutions.
- Designed and delivered high-fidelity designs to support development and implementation.

Technical Environment: Figma for Clickable Prototypes.

Senior User Experience Designer

Project Name: IOWA Health Information Exchange – CyncHealth IOWA

The Bed Dashboard Staffed Capacity project for Iowa Health Information Exchange (CyncHealth Iowa) focused on redesigning a statewide hospital capacity dashboard to accurately reflect real-time staffed capacity across healthcare facilities.

Responsibilities:

- Conducted stakeholder interviews and working sessions with hospital leadership and clinical operations teams to understand staffing dynamics and capacity reporting challenges.
- Mapped complex workflows and service journeys reflecting real-time patient movement, staffing fluctuations, and unit capacity changes.
- Designed wireframes and high-fidelity dashboard interfaces optimized for clarity, speed, and real-time decision-making.
- Validated designs through stakeholder reviews and usability feedback, iterating data clarity, refresh cadence, and trend visibility.

Technical Environment: Figma for Clickable Prototypes, HTML and CSS

Project Name: PA DOH - Vital Records Management System

The goal of the Department of Health (DOH) in Pennsylvania was to build a modern and user-friendly Vital Records Management System (VRMS). The system will handle various vital records like birth, death, and fetal death.

Responsibilities:

- Ideated, designed, and validated experience on the Kiosk for users seeking self-service options for ordering vital records like Birth and Death Certificates through necessary eligibility checks, identity verification, and secure payment processing.

Technical Environment: Figma for Clickable Prototypes, HTML and CSS

Project Name: Montana DPHHS - Community Health Monitoring (CHM)

Designed and built for the State of Montana, Community Health Monitoring (CHM) is a statewide community health platform that brings together health, socio-economic, environmental, behavioral, and healthcare service data into a single, unified experience.

Responsibilities:

- Ideated and designed data visualization capabilities to different user profiles such as business owners, residents/visitors, government policymakers, non-profits, community-based service providers, and researchers.
- Provided design solutions to multiple interfaces both on public and admin portals.

Technical Environment: Optimal Workshop for IA, Adobe XD for Clickable Prototypes, Google Analytics to record/report web traffic, with Project Management on Azure DevOps HTML and CSS

Project Name: NC DHHS - WIC Telehealth

Telehealth is a responsive web application that provides WIC participants an integrated experience of video conferencing, document upload and management, and digital signatures etc.

Responsibilities:

- Ideated and designed interfaces for virtual clinic operations, management of scheduled appointments and on-demand video conferences of WIC participants.
- Conducted user research to understand the needs, behaviors, and preferences of WIC participants. Analyzed findings to identify pain points and opportunities for improvement in accessing WIC services remotely.
- Created wireframes and prototypes to visualize the user journey and interface design of the WIC Telehealth application. Iterated on designs based on feedback from stakeholders and usability testing to ensure a seamless and intuitive user experience.
- Ensured that the WIC Telehealth application is mobile-first and responsive, optimizing the user interface for various devices and screen sizes. Collaborated with developers to translate designs into responsive web and mobile app interfaces, maintaining consistency across platforms.
- Conducted usability testing sessions with WIC participants to gather feedback on the application's usability, functionality, and overall user experience. Incorporated insights from testing sessions to iterate on designs and address usability issues, continuously refining the application's design to meet user needs.
- Designed AI-driven chatbots for handling basic patient inquiries and directing users to the appropriate healthcare providers
- Ensured that the WIC Telehealth application adheres to accessibility guidelines and compliance standards, making it accessible to users with disabilities. Implemented features and design elements that enhance accessibility, such as keyboard navigation, screen reader compatibility, and color contrast considerations, to ensure inclusivity and usability for all users.

Technical Environment: Figma for Clickable Prototypes, UserZoom for Usability Testing with Angular JS as FE Framework, HTML and CSS.

Project Name: NYS DMV – Accessibility Testing on IDM Portal

A web portal that allows self-registrations and self-maintenance of all NY.gov accounts eliminating the need for DMV resources and standardizes the business enrollment functionality into a single repository.

Responsibilities:

- Conducted Accessibility Compliance Testing to ensure system accessible for users with special needs, particularly those with disabilities and older people. All ADA tests are aimed to bring satisfactory results on the WCAG 2.0 Level AA guidelines. Used assistive technology tools like JAWS, ZoomText, and Dragon to check the accessibility compliance.

Technical Environment: Adobe XD for Clickable Prototypes. JAWS, ZoomText, NVDA, and Dragon for Accessibility Testing

Project Name: New York State Education Department – Office of Special Education

VIVEKANANDA KONDAPALLI

Senior User Experience Designer

An application to provide general supervision and monitoring of all public and private schools serving New York State preschool and school-age students with disabilities.

Responsibilities:

- Ideated and designed User Experience solutions for the Portal aimed to establish a broad network of technical assistance centers and education providers to work directly with parents and school districts.
- Created clickable prototypes of the future platform for different user groups including NYSED staff, Special Education providers, school districts and public.

Technical Environment: UXPin, Adobe XD for Clickable Prototypes and Usability Testing on UserZoom Platform, HTML and CSS

Project Name: New York State Education Department – Office of State Aid

The Office of State Aid determines and distributes the State Aid to School Districts and BOCES while providing accurate and timely data for use in State Aid projections. This project is aimed at the complete modernization of NYSED's State Aid Management System (SAMS), a secure information system that facilitates the collection and processing of data to distribute annual state aid to all New York school districts.

Responsibilities:

- Conducted Stakeholder Interviews, Scenario Development, Design Collaborations, Design Research, and Produced Information Architecture, Interaction Design, Low Fidelity- sketches, High Fidelity Interactive prototypes.

Technical Environment: UXPin, Adobe XD, and Figma for Clickable Prototypes and Usability Testing on UserZoom Platform, HTML and CSS

Senior UX Designer, Underwriters Laboratories

Latham, NY

January 2017 – July 2018

UL is a global independent safety science company with more than a century of expertise innovating safety solutions.

Responsibilities:

- Ideated, proposed, and designed User Experience solutions for the UL's WERC Smart Portal and UL's other safety science related software products.
- Ensured the designs allow the chemical product suppliers smoothly navigate between the portal screens to register their products for OSHA compliance assessment alongside state and local regulation assessments before reaching the retailers and consumers.
- Facilitated Joint Requirement Planning sessions with Business User Groups and conduct Joint Application Development sessions with IT Groups to drive the UX initiative on the portal.
- Designed solutions to enhance the way retailers and supplier communities manage their regulatory compliance responsibilities.
- Created workflows, wireframes, mockups, and prototypes for the design solutions at different levels of design development to understand and estimate the technical feasibility.

VIVEKANANDA KONDAPALLI

Senior User Experience Designer

Technical Environment: Balsamiq, Sketch, and Figma for Clickable Prototypes and Usability Testing on UserZoom Platform

Design Strategist, NYS DoH

Albany, NY

May 2016 – December 2016

The Health Commerce System (HCS) is a comprehensive, web-based platform for the New York State Department of Health that centralizes, secures, and manages the electronic exchange of data across hospitals, laboratories, physicians, and public health stakeholders. The system supports complex user roles, permissions, and integrations, enabling regulated healthcare entities to securely interact with state health services at scale.

Responsibilities:

- Executed UX and Research initiatives that increase the value of UX process within the HCS platform.
- Created rapid prototypes and necessary workflows during and after the design discussions of the application integrations.
- Conducted user interviews, brainstorm, and demonstrate design solutions to the freshly integrating health institutions.
- Designed and delivered rationalized and user validated designs to the development.
- Performed usability testing, collect feedback and recommendations for incorporating within the designs.
- Created, modified, and maintained test scripts for the new application integrations to HCS platform.
- Created several process artifacts including Use Cases, Prototypes, and Workflow diagrams for effective plans.

Technical Environment: Balsamiq and Sketch Clickable Prototypes

UX Consultant, The Childrens Place

Secaucus, NJ

September 2014 – May 2016

The Children's Place (TCP) is an American specialty in person and online clothing retailer operating about 1000+ stores throughout the US and Canada. The Enterprise IT integration architecture project involved componentization of applications, systems, and processes to define a streamlined and automated approach for new application integration. E-Receipt designed and optimized electronic receipts for customers to improve aesthetics and delivery information. The Store Tokenization project designed supporting interfaces for all connected applications to prevent credit card fraudulence.

Project Name: E-Receipt

Design and optimize electronic receipts emailed to the customers with great aesthetic details, information about the delivery details which is optimized for mobile and tablets.

Project Name: Store Tokenization

Design supporting interfaces for all connected applications for the implementation of Store Tokenization aimed to prevent credit card fraudulence thereby protecting sensitive data from the duplication of bank details onto another card.

Outcomes. Delivered.

Responsibilities:

- Designed several interfaces for the company's internal independent data management tools and linked to different enterprise applications during SAP implementation environment.
- Collaborated with Product Owner and development teams to identify product goals every sprint, plan the progress from visualization to postproduction.
- Communicated design solutions to the development and QA teams using several UX pre-visualization techniques like storyboards.
- Gathered high level information on the design and implementation of Store Tokenization project and created visual models and artifacts accordingly.
- Designed standards and patterns to have a consistent and unified experience across the retail portal.
- Implemented user research techniques to identify all possible use cases.
- Performed usability testing, collected feedback, recommendations and incorporated them into the designs.

Technical Environment: Balsamiq, Sketch, and Figma for Clickable Prototypes and Usability Testing on UserZoom Platform

Senior User Experience Designer

Information Designer, Hexagon PPM (Formerly Intergraph)

Hyderabad, India

February 2012 – February 2014

Project Name: SmartPlant Enterprise

A platform that integrates engineering tools, such as SmartPlant® P&ID, and SmartPlant 3D, SmartPlant Instrumentation to streamline the flow of data as it moves from one engineering application to another.

Project Name: SmartPlant Materials

A portal that covers everything required for the registration and approval of companies, including RFQ, bid and document submittals, awarding, packing and other subcontract administration. Suppliers and subcontractors can interact seamlessly through the portal.

Project Name: SmartPlant Validation, Transformation & Loading

A complementary product that is built on top of Smart Plant Foundation to import huge chunks of data into its system, apply rules, and validate to help supplier entities in the Engineering, Procurement and Construction realm.

Responsibilities:

- Ideated, collaborated, and prototyped user-centered design solutions.
- Collected and analyzed user data through user interviews and site visits to extract rich and actionable user data and thereby create personas.
- Developed different scenarios or storyboarding (visual version of the scenarios) depending on the team's need.
- Presented design solutions and discussed the technical feasibility around the solutions to drive the proceedings towards the prototyping phase.
- Collaborated, monitored, and participated in the usability testing with the focus group and iterate on the enhancements based on the findings to bring the design solution much closer to the real user needs.
- Defined and established design components that can be reused across the application to help the team members save time in detailing the functionality in terms of interactions, controls, icons, typography, grids, navigation menus, tab structure, common layouts.

Technical Environment: Balsamiq, Sketch, and Figma for Clickable Prototypes and Usability Testing on UserZoom Platform

Information Architect, Snapfish (Product of HP)

Hyderabad, India

January 2011 – January 2012

Project Name: Snapfish Portal

A web-based photo sharing and photo printing service that allows the users to personalize their photo products such as prints, photo books, cards, and mugs.

Responsibilities:

- Organized material and completed writing assignment according to the Microsoft Manual of Style for Technical Publications regarding order, clarity, conciseness, style, and terminology.

VIVEKANANDA KONDAPALLI

Senior User Experience Designer

- Created instructional videos, product demos and tutorials in Camtasia.
- Created swim lane diagrams / other business flows in MS Visio.
- Created design outlines in case of any project restructure and produce easily understandable flowcharts and architectural proposals.
- Created and communicated documentation plans and schedules tracking and reporting documentation status, identify and work with management and cross functional teams to reduce/eliminate impediments while escalating issues as needed.
- Created design outlines in case of any project restructure and produced easily understandable flowcharts and architectural proposals.

Technical Environment: Balsamiq, Sketch, and Microsoft Visio

Business Analyst / Content Design, Progressive Media Group Hyderabad, India

October 2008 – December 2010

Project Name: www.naval-technology.com

Trade media that creates and maintains huge web Content that promotes and provides information on the latest technological advancements in the shipbuilding and naval industry.

Project Name: www.airforce-technology.com

Trade media that creates and maintains huge web Content that promotes and provides information on the latest technological advancements in the aviation industry.

Project Name: www.army-technology.com

Trade media that creates and maintains huge web Content that promotes and provides information on the latest technological advancements for the ground forces.

Responsibilities:

- Performed ad hoc research to develop and produce new web based and print content on state-of-the-art technologies in defense sector.
- Served as administrator for all the publications on latest defense technologies on the website and distribute them across different sections on the site and meet quality standards on all the publications.
- Gathered key data on the defense technologies and use them in the technical specifications section on the website.
- Developed and managed content to demonstrate industry updates to the higher management.

CONTACT – Vivekananda.kondapalli@gmail.com | +1 551-226-2129

REFERENCES – Provided upon request
