

KRUTI PATEL

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UX/UI & DEVELOPER

Dedicated, highly-motivated professional with a broad range of skills, including Front-end programming (Coding), Interaction design, Information architecture, User flows, Storyboards, User-Centered Design Processes, Usability Evaluation, and Product Design Engineering, helping shape interactive applications of the future based on corporate vision. Produce impactful artifacts from user research methods such as Survey Design, Usability Testing, User Testing, Competitive Analysis, and Desk Research. Focused on building positive relationships across complex organizational structures to innovate cutting-edge technologies. Equipped with multifaceted knowledge of software technologies to perform operational tasks efficiently. Consistently deliver superior service by demonstrating outstanding interpersonal and communication skills.

Core Competencies:

UI Design • Web Design • Design Thinking • Front-End Programming • HTML5 • CSS • JavaScript • .NET • User Research • User Strategy • Wireframing • Prototyping • Interaction Design • Information Architecture • User Flows • Storyboards • User-Centered Design Process • Usability / User-Centered Design • User Experience (UX) Process & Methodology

PROFESSIONAL EXPERIENCE

COGNIZANT (REVOLENT GROUP)

April 2021 – 2023

UX/UI and Salesforce Developer

- Develop custom HTML5, CSS, and JavaScript and Apex for different companies and projects. Worked with in-house apps for employe interactions, increasing efficiency.
- Utilize user feedback and analytics data to iterate on wireframes and prototypes, increasing user satisfaction ratings upon application release.
- Implement a streamlined error-handling system that reduced application downtime, increasing user satisfaction and productivity.
- Identify and address critical issues in live flow, reducing system downtime and ensuring uninterrupted user experience.
- Collaborate with cross-functional teams to identify and settle technical issues within the application codebase, resulting in a reduction in bug reports.
- Prepared detailed project reports for stakeholders, improving transparency and communication within the team.
- Presented innovative ideas during development meetings and Enhanced coding proficiency by completing advanced online courses
- Implemented RESTful API Services using ASP.NET Web API
- Enhance user engagement using Javascript, PHP, HTML5, and CSS for a comprehensive multi-language web application.

BLUECROSS BLUESHIELD OF SC

May 2019 – April 2021

UX/UI Developer and Assistant Project Manager

- Restructured the user interface of the existing app to improve user experience, resulting in an increase in user engagement and a decrease in bounce rate.
- Executed user research studies to gather insights on customer preferences and behavior, leading to successfully implementing a redesigned interface that improved conversion rates.
- Collaborated with the team to implement a new feature, resulting in a 20% increase in user engagement.
- Developed and maintained an internal webpage using Javascript, HTML, CSS and .NET, increasing efficiency and productivity for different teams within BCBSSC.
- Developed and maintained a key module, Worked on minor bug fixes.
- Developed and maintained web applications using .NET framework.
- Oversaw the development of multiple applications, ensuring timely delivery of projects within budget constraints.
- Performed index administration, maintenance, and optimization for database systems, improving query performance and reducing response times for end users.
- Integrate third-party libraries and APIs for enhanced functionality.
- Conducted customer surveys and feedback analysis for improvement in user satisfaction.
- Assisted Project Manager in overseeing multiple IT projects, effectively multitasking and ensuring all projects remained on schedule and within budget.

SPECTRUM

July 2018 – May 2019

Application Developer

- Develop custom HTML5, CSS, and JavaScript templates for call center agents to streamline customer interactions.
- Utilize user feedback and analytics data to iterate on wireframes and prototypes, increasing user satisfaction ratings upon application release.

- Implement a streamlined error-handling system that reduced application downtime, increasing user satisfaction and productivity.
- Identify and address critical issues in live flow, reducing system downtime and ensuring uninterrupted user experience.
- Participated with cross-functional teams to identify and resolve technical issues within the application codebase, resulting in a reduction in bug reports.
- Enhance user engagement using javascript, PHP, HTML5, and CSS for a comprehensive multi-language web application.

SEARCH SOLUTION GROUP

September 2017 – December 2017

Web Developer Intern

- Collaborated with senior-level developers to ideate, design, and implement innovative website features, increasing user engagement.
- Coordinated bi-weekly meetings with cross-functional teams to streamline communication processes, ensure alignment on project milestones and identify potential bottlenecks in the development process.
- Generated detailed reports on construction schedule updates, providing accurate and up-to-date information for decision-making processes.
- Maintained and updated existing codebase to ensure compatibility with ongoing web business operations, resulting in a seamless user transition.
- Utilized WordPress plugins and custom coding to enhance website functionality, leading to improved user experience and decreased bounce rate.

UNC CHARLOTTE

January 2016 – June 2017

Undergrad Teaching Assistant

- Assisted in setting up and managing an online learning platform, resulting in improved accessibility for students and increased course enrollment.
- Optimized course website by implementing responsive design, improving the user experience for mobile users, and increasing overall site traffic.
- Developed comprehensive online tutorial resources, increasing student engagement and understanding of web development concepts.
- Collaborated with faculty to redesign the course website, decreasing student confusion and improving user experience.
- Utilized innovative teaching methods such as online simulations and virtual experiments, improving student satisfaction with the course.

EDUCATION

STRAYER UNIVERSITY

Information Technology Management, Concentration in IT Project Management

THE UNIVERSITY OF NORTH CAROLINA AT CHARLOTTE • Charlotte, NC

Bachelor of Science in Computer Science, Web & Mobile Applications

CERTIFICATION

Salesforce Admin • Salesforce Developer • Salesforce Omni-Studio (in-process to renew)

TECHNICAL SKILLS

HTML • HTML5 • CSS Frameworks • .NET • SQL • Typescript • Wireframes • JavaScript (Vue.js) • WordPress • Figma • AdobeXD • Sketch • Splunk (Query) • Axure • InVision • Vlocity Omniscript • Google Analytics • Photoshop • Adobe Illustrator • Microsoft Office Suite: (Word, Powerpoint, Excel, Outlook)