SHILPA BUKKA

User Experience Design Consultant│ Freelancer

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📇 **PORTFOLIO:** https://www.shilpabukka.com   [in] [Bē] [●]

Certified Scrum Master and UX Designer with nearing 8 years of design experience along with 4+ years of experience leading design projects and managing people. Specialised in AI driven User-Centric product design, blending technology, psychology and creativity for effective solutions.

Design Expertise

- UX Strategy and Leadership
- Team Management
- Design Thinking
- User Research & Usability Testing
- User Centered Design Methods
- Lean UX Agile Scrum Process
- Heuristic Evaluations
- CUX (Customer Experience)
- Stakeholder Management
- Web Accessibility
- Product Design

Certifications & Education

SCRUM MASTER Certified
International Scrum Institute
Credential ID 29878936694003

UX/UI Design Certified
DesignBoat UI/UX School

Pursuing UX certifications from
UDEMY & IDF

MCA - RV College of Engineering,
VTU, Bengaluru – 2005

Domain Expertise

- Cloud Computing
- Networking
- Banking / Mortgage
- Education
- Health Care
- Child Welfare
- Telecommunication
- Content Management Systems
- E-commerce
- Media & Entertainment

Designing Tools

- Figma
- Adobe XD
- Sketch
- Invision
- Miro
- Balsamiq
- AI

Analytical Tools

- Power BI
- Cognos
- OBIEE
- Tableau
- ETL
- Microsoft 365
- JIRA
- Atlassian
- Confluence

Process

- Agile / Scrum Ceremonies
- Iterative
- Waterfall

Hobbies & Interests

- Yoga Enthusiast
- Cross Fitness freak
- Cooking
- Avid Movie buff

Professional Experience

Calsoft Inc - Senior Lead, UX Designer

📅 07/2020 to 08/2024 📍 Bengaluru

- Spearheaded UX team to deliver comprehensive solutions.
- Ensured UI aesthetics align with brand standards.
- Established robust design systems and processes.
- Fostered seamless collaboration among distributed teams.
- Crafted detailed wireframes, prototypes, and mock-ups.
- Liaised effectively with developers for smooth implementation.
- Integrated valuable user feedback into design iterations.
- Engaged stakeholders and gather insightful feedback.
- Provided support in hiring, onboarding, and mentoring.
- Cultivated a culture of teamwork, innovation, and Design Thinking.

Adyah Advizors - Consultant, UX Designer

📅 11/2017 to 06/2020 📍 Bengaluru

- A Business Consulting Firm In Retail, B2B, B2C, Brand, Education, E-commerce Space & Digital Marketing. Specialised In Business Enhancement as well as Process Optimisation.
- Provided a complete web solutions package to revamp the E-commerce site.
- Enhanced the webpage with the latest services, tasks & goals.
- Translated user ideas into visual designs
- Designed to fetch the customer's attention to the latest trends followed by the firm.
- Published it live officially across various digital platforms.

Tavant Technologies - QA Lead

📅 10/2010 to 10/2017 📍 Bengaluru

- Reviewed software requirements, create test scenarios, and execute usability tests.
- Streamlined test case creation and data preparation.
- Managed testing for complex, integrated systems, defining metrics and processes.
- Oversaw competency management and stakeholder communication.
- Proficient in Agile methodologies and experienced in diverse testing environments.

Tech Mahindra - Senior Software Engineer

📅 11/2005 to 09/2010 📍 Bengaluru

- Lead moderately complex technical initiatives and contribute to strategic planning.
- Gathered requirements, code, test, debug, and document projects and programs.
- Reviewed technical challenges, resolve issues, and lead teams to meet client needs.
- Collaborated with peers and managers to resolve technical challenges and achieve goals.
- Acted as an escalation point and provide guidance to less experienced staff.
- Deputed to Thomson Reuters as part of prestigious client engagements.

Publications & Recognitions

- "**User Experience For All**" Blog published in Calsoft website - https://www.calsoftinc.com/blogs/user-experience-for-all.html

- "**Corona Virus (COVID-19) Affect On Global Economy**" - Blog published in Medium - https://medium.com/@shilpa.bukka09/corona-virus-covid-19-affect-on-global-economy-80512e149c40

- Bagged series of **Appreciation** from "Cisco", "VMware" clients

- Received the "**Star Performer**" Award from Calsoft