Heni Bhungalia (MS - UX and Information Systems)
PRODUCT DESIGNER

Innovative Product Designer with expertise in user-centered design, agile workflows, and accessible digital experiences. Skilled in leading AI product design, scaling design systems, and driving user engagement and business success.

EXPERIENCE

Product Designer *(part-time)*   02/2025 - Present
Betwixt   Remote

- Spearhead design for two AI-powered products, optimizing workflows and improving efficiency for communities by streamlining processes.
- Led design strategy for Niko AI, enhancing collaboration and task automation through multi-agent systems in preparation for Beta launch.
- Designed Deployment Dashboard to simplify DevOps workflows, enhance accessibility, and UX through iterative testing and user feedback.
- Developed scalable design systems and reusable component libraries, ensuring UI consistency and accelerating development across product suite.

UX Designer & Researcher   01/2023 - 02/2025
Northeastern University   Seattle, WA

- Led creation of a research website to showcase findings, ensuring clarity for stakeholders, and expanding visibility in academic community.
- Co-authored research on patient-centered design practices within healthcare, influencing conversations on transforming patient experiences.
- Mentored 30+ graduate students weekly, fostering design skills and guiding to implement strategic design solutions.

UX Designer   07/2023 - 07/2024
Democracy Lab   Seattle, WA

- Designed impactful Volunteer Activity and Impact Dashboards, leading to a 25% increase in volunteer engagement and improving fundraising.
- Implemented a design system, achieving 80% design completion and elevating consistency and scalability of platform's UI/UX.
- Executed an accessibility audit, ensuring platform met WCAG standards and promoting inclusive design practices across website.

UX Design Engineer   01/2022 - 06/2022
Peapod Digital Labs   Quincy, MA

- Collaborated with UX designers and engineers to redesign landing page and search bar, increasing order interaction rates by 30%.
- Introduced Confluence design documentation, streamlining team onboarding efficiency and accelerating project timelines.
- Presented new feature releases in design review meetings, gathering feedback and iterating based on user and business needs, helped optimize engagement and overall user experience.

UX Designer   05/2019 - 12/2020
Invica Infotech   Surat, INDIA

- Built an intuitive mobile app as sole designer, achieving over 100K+ downloads and strong user engagement.
- Created marketing graphics and icons, promoting branding and visibility.

PERSONAL INFORMATION

Address
Greater Seattle Area, 98004

Phone
+1-206-604-5153

E-mail
heni.bhungalia20@gmail.com

LinkedIn
linkedin.com/in/heni-bhungalia

Portfolio
henigb.com

EDUCATION

Northeastern University, WA
01/2021 - 04/2023

Master's in Information System and User Experience Design

Gujarat Technological University, INDIA
08/2015 - 05/2018

Bachelor's in Computer Science

SKILLS

User-Centered Design, User Interface Design, User Experience Design, Design Systems, Prototyping, Wireframing, Responsive Design, Visual Design, Design Thinking, Accessibility - WCAG Standards, User Research, User Testing, Competitive Analysis, User Journey Mapping, HTML, CSS, JavaScript, Prompt Engineering, Attention to Detail, Adaptable, Continuous Learner

TOOLS

Figma, Sketch, Adobe Xd, Axure, Miro, Lucid chart, OmniGraffle, Balsamiq, Mural, User Testing, Adobe Creative Suite

DESIGN RESEARCH PUBLICATION

Mapping patient-centered design practices and actors within stakeholder networks to reimagine healthcare

CERTIFICATION

Product School: AI Micro Certification
Google: UX Design Specialization
Pluralsight: Accessibility
NEU: Graduate Leadership