

HENI BHUNGALIA

No Sponsorship Required | Greater Seattle Area | Open to Relocation

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SUMMARY

3+ years of **UX mastery** translate user insights into frictionless, **high-impact digital experiences** (100K+ users). Lead design systems, accessibility audit, champion inclusive design, and mentor junior designers. Deliver engaging, **user-centric interactions** that drive engagement and retention.

EDUCATION

Northeastern University

Seattle, WA

Master's in Information Systems (Major: User Experience Design)

Jan 2021 – May 2023

WORK EXPERIENCE

DemocracyLab

Seattle, WA

UX Designer

Apr 2023 – Present

- Created an **intuitive** Volunteer Activity Dashboard and Impact Dashboard using **Figma, User Testing, FigJam,** and **Google Analytics**, anticipating a 25% **increase** in volunteer engagement and donations.
- Implemented a robust **design system** to align the brand and **improve UX consistency**. Conducted A/B tests with UsabilityHub to refine badge designs based on user feedback.
- Performed **accessibility audit** with AccessiBe utilized WCAG 2.2 to improve inclusive design across platforms, earning company-wide recognition.

Northeastern University

Seattle, WA

UX Designer and Research Assistant

Jan 2023 – Present

- Authored **design research paper** mapping patient-centered design practices within healthcare stakeholder networks.
- **Facilitated collaboration** between Northeastern University – Boston, Milan – Italy, Massachusetts General Hospital, and Casper to reimagine the orthopedic patient experience.
- Directed website & research project **lifecycle** from **planning** to **interactive designs** and **prototypes**; led impactful travel design process, and **ideated** design thinking abilities.
- Managed and led a 30-student team for UX research and **mobile design**, ensuring collaboration and cohesion.
- Conducted **mentorship** sessions on **design strategy, user research,** and prototyping. Established senior-junior mentorship program enhancing skills and confidence.

Globcon

Surat, GJ

Lead UX/UI Designer (Remote)

Jul 2022 – Dec 2022

- Directed user research, user flows, prototypes, and visual website design, **improved brand visibility** and customer attraction by 15% in 2 months.
- Orchestrated **collaboration** across **stakeholders**, engineers, and development teams to deliver user-centric product experiences.
- Assisted remote team conduct **guerrilla usability testing** to quickly iterate on concepts and refine UX pain points.

Peapod Digital Labs

Quincy, MA

Frontend Designer (Remote)

Jan 2022 – Jun 2022

- Partnered with UX designers to **optimize** web UI, **improving** order **interaction rates** by 30% through redesigning the landing page and search bar component.
- **Implemented** responsive Vue.js components for consistent UX across desktop and mobile, boosting conversion.
- Ensured **WCAG 2.1 AA compliance** through collaboration with the UX team and accessibility testing.

Northeastern University

Seattle, WA

UX Designer and Developer

Jun 2021 – Dec 2021

- Restructured the **Information Architecture** of **AI Skunkworks** and redesigned the website using **Figma** and **HTML/CSS**, driving a 40% increase in student engagement.
- Developed design changes with new IA through collaboration with engineering teams and **user surveys**.
- Continuously improved UX post-launch through analytics review, surveys, and A/B testing.

Invica Infotech

Surat, GJ

UX Designer

May 2019 – Nov 2020

- Designed intuitive mobile app UI/UX as the **sole designer**, contributing to **100K+ downloads**.
- Created **user flows**, **mock-ups**, and **high-fidelity UI designs** for the app, leveraged **Photoshop** and **Illustrator** to design Play Store graphics, icons, and illustrations for branding and marketing.

SKILLS & INTERESTS

Design	:	Sketching, Wireframing, Prototyping, Rapid Prototyping, User Flows, Information Architecture, Storyboarding, Interaction Design, Visual Design, Typography, Color Theory, Iconography, Data Visualization, User-Centered Design, Design Systems
User Research and Analysis	:	User Interviews, Surveys, Competitive Audit, Qualitative Research, Quantitative Research, Persona Creation, Statistical Analysis, Journey Mapping, Research Documentation
Usability testing and Accessibility	:	User Testing, Trymata, Usability Hub, A/B Testing, Heuristic Evaluation, Accessibility Check, WCAG Guidelines, Screen Readers
Programming	:	HTML, CSS, JavaScript, Vue.js, React.js, Java, SQL
Project Management	:	Atlassian Jira, Confluence Design Documentation, Trello, Asana, Zeplin, Confluence
Interests	:	Technology Trends - AI, Usability Principles, User Psychology.
Tools	:	Figma, Adobe XD, Sketch, Miro, FigJam, Lucid Chart, Invision, Balsamiq, Axure, Framer, Google Forms, Survey Monkey, Google Analytics, Adobe Creative Suite, Mid Journey

CERTIFICATIONS

1. Google UX Certification – *Coursera*
2. Accessibility – *Pluralsight*
3. Graduate Leadership – *Northeastern University*