

SUCHITA AGARWAL

SENIOR UX DESIGNER

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EXPERIENCE

 **Senior UX Designer - Telstra (Sydney)**
May 2021 - Present

Leading Redesigning of Telstra Plus Information Architecture. This involve continuous interaction with stakeholders and developers to understand constraint and timeline associated with it. This also involved unmoderated and moderated user testing to test flow of new IA and pages.

Redesigning Telstra Plus ticketing page to improve ticketing experience of customers.


Worked on My Telstra App to bring their new digital vision into reality. Conducted multiple user interviews and optimal workshop to help organise contents in My Telstra better.

Led Natama (a platform used by NBN agents to solve any nbn related queries) which involved extensive research, user testing, mapping storyboards, user flows, workshopping wireframing and prototyping.

 **UX Designer - Freelancer.com (Sydney)**
Oct 2020 - Apr 2021

Improving on the interaction design for Freelancer website to increase user traffic on the platform.

Studying customer behaviour through tobii eye tracking testing and transforming the data into qualitative and quantitative data.

 **UX / UI Designer - NSW Health (Sydney)**
Jul 2019 - Apr 2021

Working closely with clients, to translate business requirements and feedback into wireframes, user flows and conducting workshops.

Present the low-fidelity prototype to the cross-functional teams and discuss if any changes were required.

Mapping out customer journey, emotions and pain points to understand their experience better.

ACHIEVEMENTS

Runner up Telstra Hackathon

Sep 2021


Introducing AR in App to enhance user experience at Marvel Stadium


Outstanding SMB experience

Sep 2021


Our team won the Outstanding Digital Service Experience in C&SB for allowing user to change profile (personal & SMB)

EDUCATION

 **University of Melbourne**
Jun 2017 - Jul 2019
Master of Information System

 **Harness Projects**
Aug 2021 - Nov 2021
UX design from scratch

CERTIFICATIONS

 **LUMA Certified Practitioner of Human-Centered Design**
Jun 2022

 **Intopia Designing for Accessibility and Inclusion**
Sep 2021

SKILLS

Design

 Prototyping

 Wireframing

 Personas

 Accessibility

 Workshop facilitation

Research

 Usability testing

 Competitive analysis

 Optimal Workshop

Tools

 Sketch

 Miro

 Figma

 Jira