

# Dhiraj Shelatkar

**Portfolio:** dhirajshelatkar.com

**IPhone:** +91-9833922907

**Email:** Dhiraaj.07@gmail.com

**LinkedIn:** linkedin.com/in/dhirajshelatkar/

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## Summary

I'm a User Experience Architect/Designer experience in helping organizations to obtain a competitive advantage by delivering great user experiences across desktop, mobile, tablet and other channels. My expertise lies in defining and executing a design strategy that is built on a deep understanding of user and business needs. I work in highly collaborative environments with cross-disciplinary teams to deliver informed and iterative design solutions. My specialties include executing the user-centric design, information architecture, analyzing user scenarios, storyboarding, user flows, usability testing, interaction design and well versed with current accessibility standards.

## Skills

Strategy	Research	Design	Applications/Tech
<ul style="list-style-type: none"><li>• Experience maps</li><li>• Stakeholder interviews</li><li>• Personas</li><li>• User flows/scenarios</li><li>• Storyboards</li><li>• Design principles</li><li>• Information Architect</li><li>• Heuristic evaluation</li><li>• Accessibility Standards</li></ul>	<ul style="list-style-type: none"><li>• User interviews</li><li>• Usability testing</li><li>• Remote testing</li><li>• Surveys</li><li>• Competitive analysis</li></ul>	<ul style="list-style-type: none"><li>• Sketches</li><li>• Wireframes</li><li>• Site maps</li><li>• Interactive prototypes</li><li>• Mobile design</li></ul>	<ul style="list-style-type: none"><li>• Sketch</li><li>• Axure RP</li><li>• Adobe XD</li><li>• Balsamiq</li><li>• MS Visio</li><li>• Adobe Photoshop</li><li>• HTML/CSS</li></ul>

## Experience

### User Experience Architect

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Duck Creek Technologies

Mumbai, India

Aug 2016 – Present

#### Project/Domain: Duck Creek Suite – P&C Insurance Platform

- Defining and executing solutions based on UX principles, research, creatives and technical guidelines.
- Conducting user requirements analysis, user research, conceptual modeling, and behavioral modeling.
- Responsible for creation of discovery deliverables including initial sketches and prototypes for exploration, user journeys and initial storyboarding.
- Contributing towards persona profiles by understanding and researching on user's feedback.
- Producing detailed information architecture blueprints.
- Effective communicating through workflows, user scenario, and wireframes to guide multi-discipline teams.
- Developing detailed low/high wireframes, mock-ups, prototypes, and IA models to illustrate interface and design concepts.
- Define and measure usability success metrics aligned to Duck Creek business goals.

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- Contributing towards Design System by establishing components and controls standards to implement unified design language across suite products.
- Developing approaches that work well across device types and interaction modalities – think responsive and mobile as well as traditional desktop.
- Working closely with research teams to perform and analyze user research and testing.
- Taking an active role in product ideation by seeking out deep insights into user needs and behaviors.
- Defining accessibility standards for core component and controls in Design System.

## Sr. User Experience Designer / Business Analyst

Atos

Mumbai, India

Aug 2014 – July 2016

**Project/Domain:** Canopy Enterprise Platform (Cloud services provider IaaS, SaaS and PaaS)

- Fostered an evolving user experience culture and process.
- Participated in all phases of the software development life-cycle.
- Created high level and/or detailed wireframes, mock-ups and prototypes for web application and mobile using tools like Axure and Balsamiq.
- Considered business requirements, user needs and technological constrain to provide efficient interface solution for all Canopy Products.
- Performed heuristic evaluation to get a consistent experience across CANOPY products.
- Established design guidelines, best practices and standards.
- Conceptualizing, wireframing, and executing new and existing features for our products.
- Collaborated with cross-disciplinary teams to create iterative design solutions.
- Extracted and anticipated requirements by conducting stakeholder interviews.
- Analyzed business case to produce use cases and user stories to support the business needs.

## User Experience Designer

Ness Technologies

Mumbai, India

Dec 2010 – Jul 2014

**Project/Domain:** eCampus and I Reflect (Education, e-learning)

- Developed high/low fi wireframes, mockups, and prototypes to effectively communicate interaction and design ideas.
- Developed and maintained user-interface specifications and design patterns.
- Developed workflows and wireframes to effectively communicate interaction and design concepts.
- Presented design concepts and deliverables to stakeholders and product team members.
- Collaborated with design, engineering, QA, and other cross-functional teams.

