

MURALI DHAKSHNAMOORTHY

Senior UX Designer | AI-Assisted & Conversational UX | Enterprise Product Design

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PROFESSIONAL SUMMARY

Senior UX Designer with 9+ years of experience designing enterprise web, mobile, AI-enabled and data-intensive digital products. Experienced in translating complex technical information and workflows into intuitive interaction models, dashboards, monitoring experiences and AI-assisted/conversational workflows. Strong expertise in user research, information architecture, interaction design, usability evaluation, wireframing, high-fidelity prototyping, responsive design, design systems and accessibility (WCAG). Proficient in Figma and experienced in creating reusable components and scalable design solutions in collaboration with product, engineering, architecture and global stakeholder teams. Delivered enterprise redesigns that reduced task completion time by 25% and improved operational efficiency.

CORE COMPETENCIES

AI & Conversational UX: AI-assisted UX • Conversational UI • Conversational Workflows • Human-AI Interaction • Decision-Support Experiences • AI Interaction Patterns

Search & Information Discovery: Information Architecture • User Flows • Information Hierarchy • Data Discovery • Search/Navigation Concepts • Filtering & Refinement Concepts • Results/Data Presentation

UX/Product Design: UX/UI Design • Interaction Design • Product Design • Visual Design • Responsive Design • Wireframing • High-Fidelity Prototyping • Usability Testing • User Research • Accessibility (WCAG)

Design Systems & Collaboration: Design Systems • Reusable Components • UI Kits • Figma • Stakeholder Management • Cross-functional Collaboration • Design Reviews • Agile/Lean UX • Design-to-Development Collaboration

PROFESSIONAL EXPERIENCE

BinQle (Subcontractor to Nokia Network Solutions) — Sr. UX Designer, Chennai | 2026–Present

- Lead UX design initiatives for enterprise network management and operational platforms supporting complex global workflows.
- Translate complex technical requirements, operational information and workflows into intuitive, scalable user experiences for monitoring, incident management and decision support.
- Collaborate with product managers, developers, architects and stakeholders to define requirements, interaction models and feasible design solutions.
- Create and refine reusable design-system components and interaction patterns to improve consistency and accelerate design-to-development delivery.
- Facilitate design reviews, usability discussions and stakeholder presentations across distributed teams.

Nokia Network Solutions — Sr. UX Designer, Chennai | 2021–2026

- Led UX strategy and end-to-end experience design for enterprise network management platforms used by global operations teams.
- Redesigned complex dashboards and workflows for monitoring, incident management and operational visibility, reducing task completion time by 25%.
- Designed data-rich interfaces that helped users understand operational conditions, trends and incidents and make informed decisions.
- Developed scalable design systems and reusable component libraries to improve UI consistency and support efficient handoff to development.
- Partnered closely with product managers, developers, architects and business stakeholders to align user needs, technical constraints and business goals.
- Facilitated design reviews and usability discussions and presented design rationale to global stakeholders.

Tech Mahindra Limited — Sr. UX Designer, Chennai, India & Sydney, Australia | 2016–2021

- Delivered end-to-end UX design solutions for web and mobile enterprise and consumer applications.
- Applied Lean UX to define user journeys, interaction models and iterative design solutions.
- Conducted user research, task analysis and usability evaluation to identify pain points and improve task efficiency.
- Created wireframes, high-fidelity prototypes, UI specifications and reusable interaction patterns.
- Collaborated with global clients including Apple, Samsung, Sony, Nokia and Huawei to deliver designs aligned with business and brand requirements.
- Facilitated stakeholder workshops and presented design recommendations to leadership teams and clients.

Groupon India Private Limited — UI/UX Designer, Delhi | 2015–2016

- Designed and optimized internal and customer-facing tools for Nearbuy digital platforms.
- Applied Material Design principles to improve usability and interface consistency.
- Designed mobile application experiences across Android and iOS platforms.
- Collaborated with development teams to translate business requirements into user-focused digital experiences.

Rip-IT Solution India Private Limited — UI Designer, Chennai | 2014–2015

- Collaborated with onsite US teams to deliver high-quality digital experiences within aggressive timelines.
- Contributed to 50+ digital campaigns and interface designs across multiple projects.
- Produced visually engaging, user-centered interfaces aligned with business goals.

SELECTED PROJECTS

AI-Assisted Workflow Concepts — AI-assisted and conversational workflow concepts designed to improve task efficiency and user decision-making. This work demonstrates experience exploring human-AI interaction and conversational patterns; direct production agentic-search implementation is not claimed.

Enterprise Network Management Platform — Redesigned enterprise workflows and dashboard experiences supporting monitoring, incident management and operational visibility across global teams.

Energy & Data Center Monitoring Platform — Designed workflow experiences for infrastructure monitoring, maintenance activities and incident tracking, translating complex operational information into usable interfaces.

SKILLS & TOOLS

Figma • Adobe XD • Sketch • Axure RP • Adobe Creative Suite • Photoshop • Illustrator • After Effects • Premiere Pro • Adobe Express • HTML5 • CSS3 • Responsive Web Design

UX Methods: Design Thinking • Lean UX • User-Centered Design • Task Analysis • Usability Evaluation • Problem Solving • User Research • Prototyping • Accessibility/WCAG

Collaboration: Stakeholder Management • Cross-functional Collaboration • Product/Engineering Collaboration • Design Reviews • Stakeholder Presentations • Agile Methodologies

EDUCATION

- Master of Arts (Communication) — Madras Christian College, Tambaram, Tamil Nadu | 2014
- Bachelor of Science (Visual Communication) — Madras Christian College, Tambaram, Tamil Nadu | 2011

CERTIFICATIONS & RECOGNITION

- UX Design & Interaction Design Fundamentals (Problem Solving)
- Typography Course
- Color Scheme Course
- 2018 — Pat on Back — Best Framework Design
- 2019 — Digital Warrior — Best UI/UX Design