

Dhwani Khara

DESIGNER • DEVELOPER

CONTACT

-  dhwani.khara@gmail.com
-  [linkedin.com/in/dhwani-khara/](https://www.linkedin.com/in/dhwani-khara/)
-  dhwanikhara.com/

SKILLS

Design and Research

User Experience (UX) Design, User Interface (UI) Design, User Research, Usability Testing, Interaction Design, User Interviews, Wireframing, Prototyping, Design Systems, Information Architecture, User Personas, Customer Experience (CX), Accessibility (WCAG), Design Thinking

Development

HTML5, CSS3, JavaScript, OutSystems, SAPUI5, SAP ABAP, Responsive Web Design, Front-end Development

Tools

Figma, Miro, Qualtrics, Zeplin, Adobe Creative Suite, Jira, Confluence, Git

EDUCATION

Master of Science

Human-Computer Interaction
University College London (UCL)
London, UK
2021 – 2022

Master of Science

Software Engineering
Birla Institute of Technology and Science (BITS)
Pilani, IN
2016 – 2020

Bachelors (Gold Medalist)

Computer Applications
The Heritage Academy
Kolkata, IN
2013 – 2016

CERTIFICATIONS AND TRAINING

UX Research & Design

Nielsen Norman Group
2025

Associate Developer

OutSystems
2025

PROFESSIONAL SUMMARY

Results-driven UX/Product Designer and Developer with 8+ years of experience transforming complex user needs into intuitive digital solutions across healthcare, Web3, and enterprise domains. Proven track record of leading design initiatives, conducting comprehensive user research, and leveraging development expertise to deliver measurable improvements in user engagement, operational efficiency and business growth.

Skilled in Customer Experience (CX) research and cross-functional collaboration to drive strategic design decisions.

EXPERIENCE

UX Designer | OutSystems Developer | CX Research

Mar 2023 – Present

Acacium Group | London, United Kingdom

- Executed comprehensive Customer Experience (CX) research using Qualtrics, analyzing user behavior patterns to drive data-informed design decisions across multiple healthcare platforms
- Collaborated with cross-functional teams to implement design solutions that enhance user satisfaction and platform engagement metrics

Lead UX Researcher

Xyla | United Kingdom

- Conducted comprehensive UX audit and teardown of XylaHealth.com, specializing in neurodivergent user research
- Delivered strategic design recommendations that improved assessment booking conversion rates through improved user experience optimization

Lead UX Researcher/Designer + Developer

Pulse Healthcare | Australia

- Spearheaded end-to-end UX strategy and complete redesign of digital healthcare shift booking platform, transforming manual hiring processes
- Delivered 20% improvement in user satisfaction scores through user-centred design approach and comprehensive competitor analysis
- Developed front-end solutions using OutSystems, ensuring seamless design-to-development implementation and testing
- Collaborated with service designer and stakeholders to define user stories and requirements aligned with market goals
- Facilitated UX research discovery sessions and usability testing to validate design decisions and gather actionable insights

UX Designer

Favorite Healthcare | United States

- Redesigned mobile app experience for 10,000+ healthcare professionals, reducing recruiter interaction time from 30+ minutes to streamlined workflows
- Achieved 15.2% increase in healthcare professional shift bookings through improved mobile app user experience
- Improved shift completion rates from 61.64% to 78% by optimizing task flows and user interface design
- Generated 51.1% week-over-week increase in mobile app webpage views, demonstrating boosted user engagement and platform discoverability

Dhwani Khara

DESIGNER • DEVELOPER

EXPERIENCE

UX Designer | OutSystems Developer | CX Research

Mar 2023 – Present

Acacium Group | London, United Kingdom

UX Designer & Researcher

Last Minute Nursing | United Kingdom

- Launched multiple high-impact features that increased user engagement and enhanced recruiter-candidate interaction rates
- Conducted extensive user research including stakeholder interviews and analytics analysis to identify critical workflow pain points
- Created comprehensive design system from scratch, including component libraries and detailed guidelines for scalable product development

Product Designer

Dec 2022 – Mar 2023

Parcel | Remote

- Designed wireframes and high-fidelity prototypes for Web3 platform focused on Decentralized Autonomous Organizations (DAOs)
- Partnered directly with the CEO and engineering teams to define product requirements and strategic roadmap

Front-end Developer and UI Designer

Aug 2016 – Sep 2021

SAP Labs India | India

- Spearheaded design and development of enterprise application migration from Web Dynpro to SAPUI5 application, modernizing user experience and technology stack
- Successfully launched SAP S/4 HANA Manufacturing Self-Service Portal, reducing administrative overhead by 30% for manufacturing clients
- Developed OData services using SAP Gateway to integrate SAP Fiori front-end applications with backend systems