



Dhanraj Gunasekar

Senior Consultant - UX Designer



Summary :

User Experience Designer with 7.5+ years of experience shaping intuitive and impactful web, mobile, and AI-powered applications. Experienced in Agile/Scrum environments, with a strong focus on collaboration and user empathy.

Skilled in designing Business intelligent dashboards, AI-driven customer agents, and human-centered digital solutions that integrate usability with advanced technology. Committed to continuous growth, exploring diverse domains, and delivering design outcomes that create measurable business value.

Skills :



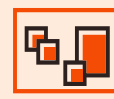
User
Research



Information
Architecture



Interaction
Design



Visual
Design



Prototyping &
Tools

Design Expertise Across Solutions :

Dashboards, BI platforms,
and insights-driven
interfaces.

**Data Visualization &
analytics**

Crafted user-friendly
native and cross-
platform experiences.

Mobile Applications

developed scalable,
responsive, and
accessible digital
products.

Web Applications

Ai Powered Solutions

Conversational agents, and
data-driven interfaces
integrating emerging
technologies.

Enterprise Applications

Complex B2B
platforms, ERP, CRM,
or SaaS dashboards.

Healthcare & Fintech Solutions

If relevant, emphasize
industry-specific
compliance & usability.

Expertise Highlights :

- **Design Systems & Guidelines** – Creating and maintaining scalable component libraries across platforms.
- **AI & Emerging Tech Integration** – Designing for AI-powered products, conversational interfaces, and intelligent dashboards.
- **Cross-Functional Collaboration** – Working closely with Product Managers, Engineers, and Stakeholders in Agile/Scrum setups.
- **Business & Product Thinking** – Aligning design decisions with business goals, KPIs, and customer success metrics.

Tools :



Figma



Adobe XD



After Effects



Miro

Project Details :

1. AI Agent Assist Solution

Designing an intuitive and effective AI Customer Agent was a rewarding experience combining conversational UX design, user empathy. The project leveraged agentic AI capabilities, enabling the agent to take proactive actions and handle complex customer queries autonomously. The goal was to enhance customer support efficiency while ensuring a human-like, helpful interaction. Through workshops and user testing, I aligned the AI's proactive behaviors and responses with real user needs and expectations.

Responsibilities :

- **User Research** – Conducted user studies to understand customer pain points and expectations when interacting with AI agents.
- **Journey Mapping** – Designed intuitive conversation flows and mapped end-to-end user journeys for seamless interactions.
- **Interaction Design** – Created clear, human-like dialogue patterns and fallback scenarios to reduce frustration.
- **Collaboration** – Worked closely with AI engineers and product teams to align the agent's capabilities with real user needs.

2. Corporate Dashboard

Creating an insightful and interactive Power BI dashboard for CG Global was an enriching experience that combined analytical thinking, creative visualization, and technical proficiency. CG Global business needs and the key metrics they wanted to track. Through collaborative sessions, I gathered insights into their operational goals, target KPIs, and end-user expectations

Responsibilities :

- Designing for Clarity and Usability
 - Design Organized the dashboard to highlight critical metrics at the top, such as revenue growth, operational efficiency, and market trends.
 - Used CG Global branding colors to maintain visual harmony and reinforce brand identity
 - A dynamic summary of key metrics, including revenue, profit margins, and operational KPIs
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3. Risk Analytics

By using statistical models to make educated predictions about the future, actuarial analysis helps manage financial uncertainty. Insurance companies, banks, government agencies, and corporations use actuarial analysis to design optimal insurance policies, retirement plans, and pension plans.

Responsibilities :

- Develop information architecture, user flows, and interaction models to ensure seamless navigation.
 - Collaborate with product managers, developers, and stakeholders in Agile/Scrum workflows.
 - Create and maintain design systems and UI component libraries for consistent experiences.
 - Present design concepts and rationale to stakeholders and incorporate feedback effectively.
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4. Hawk Eye

Hawk Eye is a real-time dashboard that unifies cancer-related data from eCRF, OncoBuddy, and Work Bench in a de-identified format. Designed with a user-centric approach, it simplifies complex datasets through intuitive navigation and clear data visualization. The goal is to empower researchers and clinicians with actionable insights for informed decision-making.

Responsibilities :

- Translated complex cancer-related datasets into intuitive information architecture and clear user flows.
- Designed interactive data visualizations, charts, and real-time dashboards for actionable insights.
- Ensured accessibility, readability, and clarity in presenting high-volume data.
- Collaborated with product, engineering, and data science teams to align design with technical feasibility.

5. Oncobuddy

Oncobuddy is a 360-degree digital healthcare platform that aims at building a unified and Patient-centric ecosystem, to provide holistic support to patients and caregivers in their fight against cancer. A revolutionary technology for assisting Cancer Patients and their Caregivers in making their lives easier.

Responsibilities :

- Performing User research campaigns on targeted audience.
 - Analyzing the requirement, Creating Survey and competitive analysis to identify opportunities.
 - Design process from problem discovery, framing, ideation, iterative development.
 - Learn and balance user and business goals to achieve desirable, viable, and feasible solutions. Conduct Customer and Competitor Analysis.
 - Creating Wireframes, Visual design, prototypes and Interactive mock-up to demonstrate functionally.
 - Define User task flows and Interaction Models.
 - Strategically Create new feature and functionality based on user stories and behavior.
 - Collaborate effectively with Product Head, Development and Marketing team.
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6. ECRF

ECRF(electronic case report form) to retrieve, persist and modify the cancer patient data, details about cancers patient's lab reports, keeping previously lab reports and collaborate with cancer care team and doctors (just like presto but specifically cancer patients) through the application and send events that is generated by lab nurses to doctors, patients and administrators through mail.

Responsibilities :

- Conducted stakeholder interviews with doctors, lab nurses, administrators, and patients to gather user needs.
- Designed intuitive forms and workflows for retrieving, persisting, and modifying cancer patient data.
- Created interfaces to visualize lab reports, maintain historical records, and support clinical decision-making.
- Designed collaboration features enabling seamless communication between care teams, doctors, and patients.
- Developed notification and event-driven UX flows (email alerts to doctors, patients, and admins).
- Ensured compliance with healthcare standards, patient privacy, and data security in all design decisions.
- Worked closely with developers and data teams to ensure accurate data capture and system integration.

7. Workbench

Application that helps you to generate automated reports from various resources internal resources. This workbench includes 4 panels which might increase in near future. This workbench uses Primarily uses 3 files depending upon the panel.

These three files are the outcome of various bioinformatic analysis and pipelines. Based on these files the Reporting team will select the exact genomic variants based on various literature studies also we could suggest certain drugs for the variants from the FDA approved drugs, NCCN guidelines, clinical trial API.

Responsibilities :

- Designed a modular workbench interface with scalable panels, anticipating future expansion.
- Created user flows and wireframes for handling genomic data files generated from bioinformatic pipelines.
- Developed intuitive dashboards to help users review, compare, and validate genomic variants efficiently.
- Ensured usability for both technical (bioinformatics) and non-technical (reporting/clinical) users.
- Built prototypes and high-fidelity mockups focusing on clarity, navigation, and data visualization.
- Collaborated with engineers and scientists to align design with data processing and system capabilities.