

Utkarsh Singh

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WORK EXPERIENCE

Oracle

User Experience Designer

Jul. 2025 – Present

Bengaluru, India

- Oracle Cloud Infrastructure (OCI) offers enterprise-grade database services where securing client data is mission-critical. Led the design of a **new security dashboard** that automates vulnerability checks, surfaces insights, and recommends preventive actions, helping security administrators manage threats proactively.
- Partnered with PMs, engineers, and analysts to deliver a unified workflow that **reduced threat resolution time from 3 hours to 20 minutes** and **boosted feature adoption from 37% to 68%**.

Walmart

User Experience Designer

June 2024 – Dec. 2024

Bengaluru, India

- Walmart Luminate empowers suppliers to make data-driven business decisions using sales, inventory, and customer feedback data. However, manual data analysis slowed their decision-making process. To address this, I led the end-to-end design of a **Generative AI powered platform** that automated data synthesis and surfaced insights and actionable recommendations, reducing the manual analysis effort by about 80%.
- Conceptualised a **simulation feature** that allowed suppliers to test “what-if” marketing and pricing strategies before execution. Led the full design process from **research and personas to journey mapping, prototyping along with cross-functional collaboration** with PMs, data scientists, and engineers.

Iffco-Tokio

User Experience Designer and Researcher

July 2020 – Aug. 2022

Gurugram, India

- Iffco-Tokio’s insurance agents faced frequent errors and delays in policy filing and claim processing due to the fragmented nature of the workflows. I established the UX design function to address these service-level inefficiencies.
- Conducted extensive field visits and interviews to map agent and customer journeys, collaborated closely with business stakeholders uncovering key friction points in digital and offline touchpoints. Designed workflow improvements that reduced policy filing errors and claim processing time by 28%, leading to a 57% increase in user satisfaction

EDUCATION

National Institute of Design, Bengaluru

Master's in Design (Information Design) - GPA: 8.13 / 10.0

Aug. 2022 - May 2024

Bengaluru, India

Delhi Technological University, Delhi

Bachelor of Technology (Computer Science) - Grade: First Class

Aug. 2016 - June 2020

Delhi, India

ACHIEVEMENTS, SKILLS & INTERESTS

- **Design Skills:** User Experience Design, UI/UX Design, Interaction Design, Wireframing, high-fidelity prototypes, Mockups, Visual Design, Data Storytelling, Data Driven Design, Information Architecture, Design Thinking, User Research, User Interviews, User Journey, Card Sorting, Personas, Usability Testing, A/B Testing, Data Analysis
- **Soft Skills:** Communication, Cross-Functional Collaboration, Innovation, Agile, Stakeholder presentation
- **Tools:** Figma, Sketch, Adobe Creative Suite, Adobe XD, After Effects, Miro, JIRA, Rawgraphs, MS PowerPoint, MS Excel
- **Interests:** Design, Human Psychology, Fitness and Nutrition, Social Work, Culinary Arts and Travel