

# Hari Krishhnaa S

Senior UX Designer

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## PROFILE

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I work on products where the difficult part is often behind the interface, tackling complicated workflows, unfamiliar technology, or information people struggle to find. Across SaaS, enterprise and healthcare, I combine research with detailed interaction design and work closely with cross-functional teams to make those experiences easier to use.

## EXPERIENCE

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### Nhance Digital Buildtech | Senior UX Designer

Nov 2024 – Present

Smart-building SaaS | Facilities operations and employee experience

- Overhauled complex planned maintenance and fault-reporting workflows by collaborating with cross-functional teams to eliminate recurring usability bottlenecks. The resulting improvements served as a key differentiator in securing three new enterprise clients in the US and Dubai.
- Pioneering agentic development workflows to extend UX ownership into front-end engineering for a smart-building platform, implementing complex interaction logic and system behaviour.
- Consolidated a fragmented design system across three platforms from 211 down to 98 reusable components. Standardised interaction, typography, and accessibility rules to accelerate UI design and minimize maintenance overhead.

### University of Southampton | UX / Product Design, Research Programmes

Jan 2023 – Oct 2024

Clinical, healthcare and academic research products

- Led 0→1 UX design of a home-based knee electrotherapy companion app within a £1.43m UK MRC-funded research programme. Mitigated critical first-session drop-off risks by designing a guided setup and clear feedback loops, achieving an 82% unaided completion rate during clinical pre-testing.
- Directed the UX overhaul of a postnatal-depression risk-assessment app alongside two designers, focusing on conversational and personalised interactions. Collaborated with engineering on a leaner implementation approach, cutting estimated development effort by 33%.
- Redesigned the core system architecture of an academic knowledge management platform, using conceptual modelling to untangle complex Snippet–Page relationships and establish scalable workflows for evidence discovery and reuse.

## **Microland Limited | Senior UX Designer (Application Lead)**

Aug 2021 – Sep 2022

Microland One - Enterprise employee mobile platform

- Unified fragmented employee services into a single enterprise mobile experience, aligning stakeholders across HR, operations, logistics, and travel as the founding UX designer for the digital team.
- Boosted mobile adoption to 90% within three months of releasing the redesigned experience, achieving a 4.7/5 usability CSAT. Slashed travel request submission time by 50% through targeted workflow improvements.
- Architected a scalable design system and led interaction design, partnering with engineering on customisable, reusable components to successfully launch the platform as a white-label product.

## **InteractionOne Design | Senior UI/UX Designer; previously UI Designer**

Jul 2016 – Jul 2021

Senior UI/UX Designer: Oct 2017 – Jul 2021 | UI Designer: Jul 2016 – Oct 2017

- Secured a US\$418k client project by developing high-fidelity interactive pitch prototypes, then co-led the UX redesign of the Ei Mindspark platform. Doubled average student session duration (14 to 32 minutes) by gamifying the learning loops and simplifying the core interface.
- Co-led UX/UI team operations and collaborated directly with clients to translate complex business requirements into interaction and visual design across 20+ web and mobile applications.
- Mentored interns and junior designers through fortnightly design critiques, upskilling the team on current industry practices and emerging design tools.

## **EDUCATION**

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**MA Design Management** | University of Southampton, UK

Sep 2022 – Sep 2023

## **CERTIFICATION**

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**User Interface Design Specialization** | University of Minnesota (Coursera)

Mar 2021

## **CORE EXPERTISE**

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Interaction design | Information architecture | User research | Usability testing | Prototyping | Design systems | Accessibility (WCAG) | Enterprise workflows