

Ratika Madan

RATIKA MADAN

UX/UI Designer specializing in enterprise applications, dashboards, and workflow-driven platforms.

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Professional Summary

User-centered enterprise UX/UI designer with 4+ years designing monitoring dashboards, workflow tools, and operational visibility systems across Oracle-based enterprise environments. Skilled in UX research, workflow mapping, dashboard design, and high-fidelity UI development that improves troubleshooting efficiency and stakeholder confidence.

UX Project Experience

Integration Monitoring Dashboard - UX/UI Designer

Enterprise Monitoring · 4 Months

- Conducted UX research with support engineers, middleware administrators, incident managers, and business stakeholders.
- Mapped fragmented workflows across 4-5 systems to identify failures, review logs, and understand business impact.
- Designed KPI-driven dashboards, global filters, failure tracking, error analysis, trend reporting, and executive visibility views.
- Improved failure visibility, reduced context switching, and streamlined troubleshooting workflows.

Conversion Workbench - UX/UI Designer

Data Operations.4 months

- Designed workflows for data conversion, validation, monitoring, exception handling, and business-user review.
- Created interface concepts supporting data-heavy decision making and faster exception resolution.

Information Technology Service Management Tool (ITSM) - UX/UI Designer

Service Operations. 4 months

- Redesigned service operations workflows, incident management views, and operational dashboards.
- Structured information architecture and interface patterns to support issue intake, investigation, and status updates.

Trinamix Inc - Procurement Consultant

New Jersey, USA · Aug 2021 - Dec 2025

- Gathered and analyzed business requirements across Oracle-based enterprise systems and operational workflows.
- Facilitated stakeholder workshops, requirement sessions, and process-improvement conversations.
- Built domain expertise in procurement operations, enterprise applications, and user adoption challenges.
- Served as a bridge between business users and technical teams, forming a strong foundation for enterprise UX and workflow design.

Core Skills

UX & Research

- UX Research · User Interviews · Contextual Inquiry · Journey Mapping · Personas

- Usability Testing · Heuristic Evaluation · Information Architecture
- Workflow Design · Dashboard Design · Data Visualization

Tools & Enterprise Skills

- Figma · FigJam · Canva
 - Oracle Ecosystem · AI-Assisted Design · Design Systems
 - Accessibility · Stakeholder Management · Agile
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Education

DePaul University · Chicago, IL

M.S. in Human-Computer Interaction (HCI) · 2018-2020

Delhi University · India

Bachelor's Degree in Liberal Arts & Sciences · 2002-2005

Achievements

- Transitioned from Procurement Consultant to UX/UI Designer within the same organization.
 - Delivered 3 enterprise applications from concept through implementation.
 - Contributed to winning a **\$500K enterprise project** through dashboard UX strategy.
 - Recognized for bridging business requirements with user-centered design solutions.
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Portfolio Focus

Enterprise dashboards · Oracle-based workflows · Operational visibility · Failure analysis · Workflow optimization · Business stakeholder alignment
