SHRISTI MALLA

UX/UI Designer

UX/UI designer with a strong eye for detail and focus on crafting intuitive, user centred digital experience. I specialise in crafting end-to-end user journeys that balance clarity with usability—combining user journey mapping, sitemaps, wireframing, and prototyping with hands-on user research and testing to create intuitive, user-centred experiences.

shristimalla07@gmail.com
shristimalla.com
linkedin.com/in/shristi-malla

CAPITA

UX/UI DESIGNER   AUG 2023 - PRESENT

- Redesigned and enhanced onboarding experiences (registration, login, reset and recovery account) for a secure pension platform, integrating biometric authentication to improve user trust and reduce friction.
- Conducted and documented comprehensive UX audit of the entire pension platform, identifying usability issues, accessible gaps, and opportunities for design consistency across the product ecosystem.
- Led usability testing and research initiatives, including competitor analysis, user interviews, and end-to-end testing for the member survey—translating insights into actionable design improvements.
- Development and maintenance of a scalable design system, ensuring consistency across components and improving collaboration between design and engineering teams.

MOBILEKRAFT

UX/UI DESIGNER   JAN 2023 - JUNE 2023

- Led the design team in delivering responsive, cross-platform digital experiences for IBM TRIRIGA, ensuring seamless usability across web and mobile platforms.
- Created and maintained a scalable design system, driving visual and functional consistency across products while designing end-to-end user journeys, wireframes, and interactive prototypes using Figma, Adobe XD, and ProtoPie.
- Conducted remote usability testing with target users, iterating designs based on feedback and collaborating closely with developers to ensure smooth design-to-development handoff.

SYNAPTIC SOFTWARE

UX/UI DESIGNER   SEPT 2021 – DEC 2022

- Led fast-paced design projects such as Protection Pathways (3-month timeline) and the ESG Questionnaire (one-week deadline), delivering high-quality outcomes under tight constraints.
- Applied design thinking methodologies from discovery to delivery—conducting thematic analysis of user research, and creating personas, empathy maps, user journeys, and high-fidelity prototypes.
- Facilitated collaborative design workshops using mind mapping and iterative reviews, ensuring alignment with stakeholders and developers before handoff through detailed screen flow and prototype refinement.

ULTRABLOOM

UX/UI DESIGNER   JAN 2021- APR 2021

- Collaborated on a user-centred design project, delivering high-fidelity prototypes, sketches, and innovative concepts in close coordination with the UX team.
- Took ownership of complex design tasks, presented concepts to the team, and fostered a collaborative environment by assisting peers and contributing to team-

RELEVANT SKILLS

Strategy and planning
- Design Thinking / Double Diamond Process
- Agile Methodology
- User Cantered Design.
- Expert Review
- Analytical Thinking and Critical Thinking

Software
- Figma, Proto.io, Framer
- Miro, Mock flow
- iMovie, After Effect (Learning)

Design
- Personas, Empathy Map
- Information Architecture
- Storyboarding
- Design System
- Wireframing & Interactive Prototyping.

Research
- User Research (Quantitative and Qualitative)
- Desk Research and Competitive Analysis
- Usability testing
- Formative and Summative Evaluation

EDUCATION

MSC. Human Computer Interaction Design
City University of London
2019- 2020

BA. Digital Culture
Kings College London
2016- 2018
Awarded best Dissertation

INTERESTS
- Video Editing
- Writing
- Air Dry Clay modelling