

# DHANUSHRAJ

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## SUMMARY

Senior UX Designer with 8+ years of experience designing AI-driven enterprise healthcare products across Revenue Cycle Management (RCM), Health Information Management (HIM), and patient workflows. Designed user experiences across e-commerce and travel-hailing platforms, delivering intuitive and engaging product experiences. Expert in user-centered design, human-AI interaction, and complex system simplification. Proven track record of improving workflow efficiency, reducing cognitive load, and driving product adoption through end-to-end design from research and strategy to high-fidelity design and developer handoff.

## EXPERIENCE

### Oracle

*Senior UX Designer (UX Designer 2)*

*Jul 2023 – Mar 2026 | Bengaluru, India*

- Led end-to-end UX design for AI-driven healthcare platforms across RCM, HIM, and Patient Administration domains. Designed AI-assisted decision support systems enabling users to interpret model outputs, improving transparency and trust in AI-driven workflows
- Designed intelligent automation workflows for medical coding and discharge coordination, reducing task completion time by 50%
- Defined human-AI interaction patterns for AI-assisted decision systems, improving usability and trust in automation
- Revamped hospital administration interfaces by restructuring the information architecture and used interaction design principles, improving efficiency by 40%
- Drove the adoption of the Redwood Design System to design scalable, cohesive product experiences that met evolving product requirements and improved cross-team efficiency
- Collaborated with product managers, engineers, and clinical stakeholders in Agile environments to deliver high-impact solutions
- Conducted user research, journey mapping, wireframing, and usability testing to identify friction points and improve task success rates

### Cerner Corporation

*Senior UX Designer*

*Jun 2022 – Jun 2023 | Bengaluru, India*

- Led redesign of Revenue Cycle workflows using data-driven UX strategies, reducing user-reported friction by 50%

- Designed scalable UX solutions for insurance authorization systems, improving processing efficiency by 45%
- Partnered with cross-functional teams to align design decisions with business and clinical goals

### **Cerner Corporation**

*UX Designer - Functional Contractor*

*Jun 2021 – Jun 2022 | Bengaluru, India*

- Conducted usability testing and heuristic evaluations to identify usability issues and improve task success rates
- Contributed to accessibility improvements aligned with WCAG 2.1 standards, enhancing usability for diverse user groups
- Promoted from Junior Designer to Senior Designer within 1 year based on performance and impact.

### **Genworks Health**

*UX Designer*

*Nov 2020– May 2021 | Bengaluru, India*

- Designed end-to-end user experiences for healthcare e-commerce and teleconsultation platforms
- Conducted user research and journey mapping to reduce drop-offs and improve engagement by 25%
- Created wireframes, prototypes, and high-fidelity designs for rapid product iteration

### **KPMG Global Services**

*Visual Communication Designer*

*Jul 2018 – Nov 2020 | Bengaluru, India*

- Designed data-driven dashboards and presentations, improving stakeholder comprehension and decision-making speed
- Delivered high-quality visual assets under tight deadlines for global consulting teams
- Improved stakeholder comprehension through structured information design and storytelling

### **Hornok Cabs**

*UX Designer*

*Feb 2018 – May 2018 | Bengaluru, India*

- Designed end-to-end mobile app experience, improving onboarding and booking flow usability

### **SKILLS**

- UX & Research: User-Centered Design, Design Thinking, Usability Testing, Journey Mapping, Persona Development, Heuristic Evaluation
- Design & Prototyping: Wireframing, Prototyping, Interaction Design, Design Systems
- Product & Strategy: Product Strategy, Agile (Scrum), Stakeholder Management, Cross-functional Collaboration, Data-driven Design
- AI & Emerging Tech: AI-driven UX, Human-AI Interaction, Intelligent Automation, Decision Support Systems, AI-assisted workflows, Intelligent automation workflows
- Accessibility: WCAG 2.1, Inclusive Design
- Domain Expertise: Healthcare UX, Revenue Cycle Management (RCM), Health Information Management (HIM), Clinical Workflows, Patient Administration Systems, E-commerce, Travel Hailing

## **TOOLS**

Figma, Adobe XD, Sketch, Photoshop, Illustrator, Microsoft 365 tools

## **EDUCATION**

**Atria Institute Of Technology**

*Bachelor of Engineering, Civil Engineering*

## **CERTIFICATIONS**

- Designers Curriculum in Accessibility from Deque Systems
- User Experience Designer Certification from Designerrs Lab