

# Kammu Pokharel

## UX Designer

[kammub@icloud.com](mailto:kammub@icloud.com) | 713-560-8798 | Winston-Salem, NC | [LinkedIn](#) | [www.kammupokharel.com](http://www.kammupokharel.com)

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### PROFESSIONAL SUMMARY

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I am a Certified UX Designer with a proven track record in delivering impactful solutions through collaboration with cross-functional teams. I specialize in interaction design, qualitative research, and visual aesthetics, consistently exceeding client expectations and driving engagement, user satisfaction, and click-through rates. I utilize industry-standard tools and a data-driven approach to develop intuitive interfaces that align with user needs and drive measurable business outcomes.

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### SKILLS

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**UX Research:** Heuristic Evaluation, User Research - Interviews - Testing, Agile Development, C&C Analysis, User Scenarios, Persona Development, Journey - Affinity Mapping, Card Sorting, User Flows & Information Architecture

**UX Design:** Visual Design, Interaction Design, Mock-ups, Wireframes, Prototypes, Web & Mobile Design, Color Theory, Icon/Logo Design, Layout Design

**Software Platforms:** Figma, Jira, ServiceNow, Adobe Photoshop, LightRoom, Miro, Maze, Figjam, Framer, Draw.io, ChatGpt, KRONOS, Workday and Square space

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### EXPERIENCE

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**UX/UI Designer Intern** | *Radical X* Feb 2024 - Present

- Led UX design and research efforts, integrating effective gamification features for the AI Career Map, culminating in a successful demo of the project's first version.
- Spearheaded the creation of visual progress maps and significant milestones, enhancing user motivation and providing clear tracking of achievements.
- Skillfully combined captivating user interface design with intuitive progress indicators, transforming the learning process into a rewarding and engaging experience that boosts user retention and satisfaction.

**UX/UI Designer** | *Acuntoz* Jan 2024 - Present

- Led end-to-end UI/UX strategy, seamlessly integrating captivating design with user-centric functionality to enhance the Acuntoz App's usability and efficiency in contract management.
- Developed high-quality mock-ups, including wireframes, visuals, and prototypes, to streamline interfaces for easy management of contract dates, obligations, and real-time tracking of stages.
- Utilized UX research and design principles to enhance usability and user experience, resulting in a centralized platform for global contract visibility and accessibility.
- Successfully executed an end-to-end UI/UX strategy for Acuntoz, leading to a 25% increase in website traffic and a 15% enhancement in user engagement within the initial three months post-launch.

**UX/UI Designer** | *iAm* Nov 2023 - Dec 2023

- Conducted extensive secondary research, mapped page connections, and analyzed user journeys in a team design studio, enhancing system architecture for optimal usability.
- Led iterative testing of wireframes and prototypes, incorporating feedback from user testing sessions and stakeholders to refine the user experience.
- Boosted client satisfaction with prompt design recommendations and created three user flows in Figma, along with over 60 interactive wireframes, including a rapid prototype, for effective UX visualization and testing.
- Enhanced app usability with stakeholders and developers, achieving a 40% increase in user interaction and a 30% boost in click-through rates within the first month of launch.

**Store Support Lead** | *KOHL'S* Aug 2022 - Mar 2023

- Led store support initiatives with a focus on UX/UI enhancements, streamlining customer interactions, and troubleshooting processes.
- Optimized workforce efficiency by integrating Kronos and Workday systems, ensuring seamless I-9 compliance processes in a retail store environment.
- Implemented user-friendly solutions for personnel management, enhancing overall operational effectiveness.

**Area Supervisor** | *KOHL'S* Aug 2022 - Mar 2023

- Enhanced in-store customer experience by optimizing product displays, ensuring a user-friendly layout, and implementing intuitive signage.
- Improved user navigation and satisfaction through strategic placement of merchandise, contributing to increased sales and a seamless shopping journey.

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## PASSION PROJECTS

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UX/UI Designer | Thanal Taverns

Dec 2023

- Applied user-centered design principles to address usability problems, ensuring a seamless user experience, and led a team in redesigning their website resulting in a user-friendly interface and secure online ordering.
- Created a comprehensive 60-page high-fidelity Figma prototype, showcasing the redesigned interface along with detailed research findings and strategic design decisions.
- Achieved a 20% increase in website engagement as a result of the redesign, demonstrating the effectiveness of the user-focused approach.

IOS app Design for The Home Depot | **Group Project**

Nov 2023

- Collaborated seamlessly with diverse teams, ensuring alignment between design goals and business objectives.
- Led user-focused redesign, prioritizing user experience through research, wireframing, prototyping, and usability testing.
- Executed a responsive design strategy, ensuring optimal user experience across devices and incorporating current design trends.
- Enhanced key metrics using analytics and user feedback to inform design decisions and drive continuous improvement.

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## EDUCATION

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- **User Experience Design Immersive Program** | General Assembly | Remote NY | 12/2023
- **Bachelor's in Sociology** | Texas Wesleyan University | Fort Worth, TX
- **Bachelor's in Social Work** | St. Xavier's College

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## STRENGTHS

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#Multitasking #Teamwork #Social skills #Optimist #Quick Learner #Logical #Good at meeting Deadlines #Detail Oriented #Action Oriented