

Ankita Tirkey

UX Designer | Human-Centred Solutions & Collaboration

Innovative and impact-driven UX professional with expertise in Public Sector SaaS, enterprise solutions, and end-to-end case management systems. Adept at optimizing workflows, automation, and accessibility to enhance service delivery at scale. I thrive in cross-functional environments, collaborating with stakeholders, engineers, and policymakers to design user-centric, compliance-driven solutions. Passionate about solving complex challenges, I focus on uncovering real user needs to drive efficiency, inclusivity, and meaningful impact.

Work Experience

Salesforce

UX Designer • Oct 2021- Nov 2024

- Designed and implemented structured workflows for eligibility determination, application processing, and benefit approvals within Salesforce Public Sector Solutions, leveraging Business Rules Engine (BRE) and Omniscript to enforce policy compliance and reduce manual interventions.
- Designed and implemented the Caseworker Dashboard, accelerating case processing and reducing application handling times by up to 50%. Improved caseworker tracking for managers, mirroring efficiency gains seen in Colorado and Washington D.C. Established the framework for Workers' Compensation and Provider Portal modules within Public Sector Solutions.
- Established success criteria to align feature goals, conducting and analysing user interviews and SME feedback to optimise caseworker workflows and enhance the applicant experience in Salesforce Benefit Management.
- Ensured WCAG 2.2 Level AA compliance by evaluating all features for accessibility, conducting user research, and implementing inclusive design improvements to enhance usability for diverse users.
- Enhanced applicant and caseworker experience by refining document verification, task management, and guided decision-making. Automated workflows to reduce manual effort, accelerating case resolution and improving public sector service delivery.

Honeywell | Graduation Project

UX Designer • Jan 2021- Oct 2021

- Designed a user-centric Smart Energy & Grid Management solution, enabling real-time energy monitoring and fostering consumer participation.
- Applied the Double Diamond process to redefine interactions between utility providers and consumers, supporting the shift from consumers to prosumers.
- Conducted research and usability testing, optimising UX for two-way communication and encouraging behavioural changes in energy consumption.

Holosuit | Intern

UX Designer • Aug 2020- Dec 2020

- Designed an AR-powered stance analysis app leveraging computer vision, that provides real-time feedback to users.
- Prototyped gesture-based controls, spatial UI, and real-time visual feedback to enhance engagement.

IDC Bombay | Intern

Data Visualisation • May 2017- July 2017

- Developed an interactive data visualisation using D3.js, processing large CSV data to uncover patterns, and meaningful insights through algorithmic analysis and visual representation.

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LinkedIn - linkedin.com/in/ankitatorkey/

Education

M.Des in Interaction Design

National Institute of Design, Bangalore
July 2018 - Dec 2021

B.Tech in Information Technology

National Institute of Technology, Durgapur
July 2014 - June 2018

Skills

Research and Design

Wire-framing
User Research
Rapid Prototyping
Empathy Mapping
Usability Evaluation
Heuristic Evaluation
Cognitive Walkthrough
Information Architecture
Information Visualisation
Qualitative Research Methods
Competitor Analysis

Tools & Programming

Figma
Miro
Quip
UserTesting
Cinema 4D
Adobe CC
Arduino

Development

VR Cross-platform
AR Mobile Platform
Vibe Coding
3D Printing

Soft Skills

Team Collaboration
Effective Communication
Feedback Reception & Delivery
Critical thinking