

Dinesh Madhavan

Melbourne, Australia

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EDUCATION

Coursera Google UX Design Certificate

// April 2024 - May 2024, Online

Completed a rigorous training designed for entry-level job readiness. 15 modules included topics like: UX research fundamentals, inclusive design, low-fidelity and high-fidelity prototypes, and tools like Figma and Adobe XD.

Monash University Masters in Business Information Systems

// Feb 2022 - Dec 2023, Melbourne, Australia

Graduated with Distinction. Business analyst and UX/UI Designer for the iOS Application iBike Ride and developed its accompanying website (ibike.life)

Anna University Bachelor Of Engineering In Computer Science

// Aug 2015 - July 2019, Chennai, India

Graduated with First Class.

EXPERIENCE

IT Technician/ IT Support Casual Employment (Allied IT)

// November 2022 - PRESENT

Managed IT hardware setup, and cable management for setting up workstations, for clients like CBA, Aurecon, and Allianz, enhancing operational excellence through effective connectivity issue resolution.

Assistant System Engineer Tata Consultancy Services

// Sept 2019 - March 2021, Chennai, India

Translated stakeholder requirements into detailed user stories and process diagrams and acceptance criteria for design teams, and managed technical incidents in ServiceNow within SLA to enhance customer satisfaction through effective problem-solving. Collaborated in Agile teams using JIRA for backlog management and sprint planning, conducting thorough testing of new features with developers to ensure requirements were met.

SKILLS

Technical

Figma // Adobe XD // Google Slides // Basic knowledge in Adobe Photoshop
Html/CSS // Javascript // Keynote // PowerPoint

Design

User research // Wireframing // Usability studies // Presentation // Prototyping

Collaboration

Communicative // Gives design critique + feedback // Strong presenter // Detail-oriented
Team Player

For detailed case studies and my design projects, please visit dineshmadhavan.com.