

# Neha Khatri

[Portfolio: nehakhatri.com](https://nehakhatri.com)

**UX Designer | US Army Reserve**

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## SUMMARY

With 8+ years of experience, I specialize in creating scalable UX solutions for enterprise applications, transforming complex workflows into seamless, user-centered interfaces. I have led multimillion-dollar projects, driving measurable results in efficiency and user satisfaction. My approach blends deep user research with strategic design, always aligning with business objectives to create high-impact results.

## WORK AUTHORIZATION

- US Citizen

## EXPERIENCE (Over 8yr and ongoing)

**Lead UX Designer** | J.B.Hunt Transport Inc (Fortune 300 Company), Lowell AR

Oct 2019 – Ongoing

- Led the strategic design of four financial applications—contract creation, billing, contract bids, and rate setup—collaborating with multiple business units to deliver solutions on time, within budget, and aligned with business goals.
- Modernized a legacy bid app, increasing bid creation by 2400% (from 800 to 20,000) within a quarter by streamlining processes and enhancing usability.
- Led the internationalization of printed and digital invoices, saving \$35M in a year by automating invoice modifications and reducing manual errors.
- Designed an automated reference input system, simplifying the invoice matching process between J.B. Hunt and customer systems, impacting \$36M+ in transactions by reducing time, labor costs, and delays.
- Collaborated with the content team to maintain consistent language and tone across the app, ensuring cohesion for error messages, notifications, and other system content across platforms.
- Designed, tested, and validated components for the design system, including error handling for editable tables and multi-sort patterns, ensuring platform consistency.
- Created a responsive web and mobile app for the annual hackathon, boosting engagement and fostering innovation across the enterprise.
- Implemented benchmarking surveys and integrated Google Analytics to track performance, gather insights, and optimize user engagement.

### Additional Leadership and Community Involvement

- Created an internal accessibility website to educate UX designers, product owners, business analysts, and engineers on accessibility standards, offering resources on WCAG guidelines, AAA standards, and tools like Dev Axe and WAVE to ensure compliance and usability.
- Accessibility Alliance Member: Actively contributed to the company's Accessibility Alliance, advocating for and implementing accessibility standards across the enterprise.
- Ladies of UX: Leading "Ladies of UX" group, cultivating a supportive environment for women in design and championing gender diversity and inclusion within the industry.

- **UX Culture Club:** Led a company-wide initiative to promote a collaborative and forward-thinking design culture through regular events, workshops, and discussions, emphasizing innovation, team building, and continuous learning in UX.

### **Unit Logistics Supply Specialist** | U.S.Army Reserve, Blackwood NJ

Apr 2024 – Ongoing

### **UX Designer** | Lexmark International Inc., Lexington KY

Aug 2018 – Dec 2018

- Designed a KPI dashboard for cloud software, improving visibility into key metrics for enterprise decision-makers.
- Developed responsive UI components, improving engagement across devices.
- Initiated a centralized notification center, enhancing task prioritization and streamlining communication.

### **Graphic/UX Designer** | Haryana Janhit Congress, India

Feb 2014 – Dec 2016

- Strengthened brand identity through innovative web and media design, optimizing user engagement.
- Conducted comprehensive user research, improving usability of digital assets and aligning them with user needs.

## **EDUCATION**

### **Certification Project Management Professional (PMP)** | Project Management Institute

Aug 2023

### **MS Project Management** | Harrisburg University

2022-2024 (ongoing) | GPA 4.0

### **MS Human Computer Interaction** | Indiana University – Purdue University

2017-2019 | GPA 4.0

### **BSc Animation and Visual Effects** | Punjab Technical University

2009-2012 | GPA 4.0

## **SKILLS**

- **UX & Research:** Usability Testing, A/B Testing, Contextual Inquiries, Persona Development, Journey Mapping, Benchmarking
- **Design & Prototyping:** Wireframing, High-Fidelity Prototyping, Information Architecture, Component Libraries, Interactive Mockups
- **Design Tools:** Figma, Sketch, Adobe XD, Invision, Axure
- **Collaboration & Development:** HTML, CSS, JavaScript basics, Responsive Design, Accessibility Compliance (WCAG)
- **Leadership & Communication:** Team Leadership, Cross-Functional Collaboration, Stakeholder Engagement, Agile (Scrum, Kanban)