



# ANJALI KUMAR

COMPUTER SCIENCE ENGINEER  
PROJECT MANAGER  
UI / UX DESIGNER

## WORK EXPERIENCE

UI/UX DESIGNER

2021 May -present

*Mashreq Bank Dubai (2021 May - Present)*

Project Manager and UI / UX Designer - Payment Operations

- Project MAWJ – Spearheaded as Project Manager for the bank's first employee social media and engagement platform, driving collaboration and community-building across 3,000+ staff. Defined roadmap, coordinated cross-functional teams, and delivered within tight timelines.
- Project Cypher – Served as sole UI/UX Designer for the bank's first in-house payments reconciliation platform, automating reconciliation across multiple payment types (SWIFT, RTGS, IMPS, Cheques, Cards). Partnered with operations SMEs to map end-to-end reconciliation workflows, ensuring a design that reduced manual effort, improved accuracy, and introduced real-time exception tracking.
- Project DoneZie – Designed and delivered Mashreq's first enterprise task management system, enabling 125+ projects and 70M+ BAU tasks to be tracked in one platform. Translated leadership requirements into intuitive dashboards with RAG (Red-Amber-Green) status, SLA tracking, and automated reminders. Improved visibility for senior management and eliminated reliance on emails/spreadsheets.
- Deeply embedded in Payments Operations – acquired end-to-end knowledge of multiple payment types, their reconciliation needs, and operational pain points. Acted as a bridge between business users and tech teams, ensuring human-centered design that balances compliance, operational efficiency, and user experience.
- Championed innovation and change adoption – led workshops, wireframe walkthroughs, and design sprints with cross-border teams (UAE, India, Egypt, Pakistan) to align stakeholders. Advocated for internal adoption by training staff, preparing design guidelines, and embedding feedback loops.
- Skilled in design and management tools: Figma, Adobe XD, Miro (for design & prototyping), Azure DevOps, Power BI, and MS Planner (for project tracking).

UI / UX Designer - Nitro Digital Credit Journey Squad

- Spearheaded the design efforts as the sole designer for four critical projects within the Nitro Digital studio being part of the Credit Journey Squad, Risk Squad and Advanced analytics Squad, operating within a fully agile framework.
- Established comprehensive UI guidelines, setting the standard for design practices across the entire organization.
- Collaborated closely with Product Owners and end-users to deeply understand user requirements, conducting extensive user research to inform design decisions.
- Crafted precise wireframes for nine digital journeys, ensuring alignment with user stories and project objectives.
- Initiated Concept Framing sessions to ideate and propose solutions prior to wireframing, streamlining the design process for three projects.
- Identified and addressed UX issues to enhance user experience while maintaining brand integrity, providing actionable recommendations for improvement.
- Translated wireframes into polished UI designs using Sketch and Figma, adhering to design guidelines and best practices.
- Developed final prototypes on Marvel to facilitate the development process for all seven journeys, ensuring seamless transition from design to implementation.
- Collaborated with designers from other digital squads to establish a comprehensive design library for company assets, fostering consistency and efficiency.
- Conducted rigorous UI and UAT testing to validate the functionality and usability of developed journeys, iterating on designs as needed.
- Created 36 training modules for the ELCM Project, leveraging iMovie for video editing to produce engaging training materials for staff.
- Generated detailed product design documentation, effectively communicating interaction patterns, visual styles, and design decisions.
- Held responsibility for all corporate communication assets, ensuring brand consistency and quality across various channels.
- Tracked key UX metrics and KPIs to assess the impact of design changes on user satisfaction and business goals.
- Prepared and presented regular reports on UX performance and insights to relevant stakeholders.

UI / UX Designer - TMO Team

- Implemented project management methodologies and best practices to execute project activities according to plan.
- Monitored project progress, milestones, and deliverables, identifying deviations and taking corrective actions as needed.
- Conducted regular status meetings, progress reviews, and performance assessments to track project performance and ensure alignment with objectives.
- Created and launched the Mashreq Intranet Portal using OOTB features in SharePoint and O365 after completing user research.
- Use quantitative insights to improve user experiences and prioritize features.
- Had hands-on experience with SharePoint for the internal event pages such as hackathons and ideas wall.
- Designed features like the main landing page for the Engineering Day portal, the Engineering Community Chat page, and the Ideas Wall keeping in mind the design restrictions of the bank.
- Designed the website, banners, images, and infographics and carried out the maintenance of the website.
- worked on Excel and monday.com for project tracking and to log the project statuses of each team member.
- Designed presentations and flyers for corporate communications using photoshop and Figma.
- Handled QA, Sanity, and UAT testing and launched the website to production.
- Closely monitored defects and ensure successful closure of defects.
- Organized and managed the monthly Mashreq Engineering Day Events.

## ABOUT

A Computer Engineer and a determined UI/UX Designer with a passion for Project Management. A fast learner, willing to learn depending upon the given job role. I am very well organized and motivated and have a track record of meeting deadlines in companies I have worked with before.

## PERSONAL SKILLS

Creative mind  
Reliable and professional  
Strong Project Management skills  
Organized  
Time management  
Team player  
Fast learner  
Motivated  
Artistic

## EDUCATION

B.E. Hons (Computer Science Engineering) from Bits Pilani. (2015-2019)

Completed grade XII CBSE board from Delhi Private School, Sharjah-UAE

## SOFTWARES I'M COMFORTABLE WITH

Microsoft Excel  
Microsoft Word  
Microsoft Powerpoint  
MySQL  
Sketch  
InVision  
Figma  
Marvel  
Photoshop  
Azure Dev Ops

## CONTACT

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U.A.E Driving Licence : YES

- Co-ordinated with business units, IT, and other stakeholders for the implementation of systems and projects.
- Follow-up on project implementation to ensure the system deliverables are meeting the deadlines.
- Coordinated with external vendors to ensure the project timelines are met.

## INTERN

2020 Jan-2020 July

*Merck Sharp and Dohme*

- Local website revamping - Redesigned and relaunched the local website.
- Created and launched the Social Media Page (Facebook)
- Designing creative content for the website and Live newsletter.
- Worked with PhotoShop and CoralDraw to create Marketing and other promotional material.
- Compliance - Getting approvals of materials on the Merck Approval System. (GMAPP)
- Worked with their online repository of materials (GPUB).

## INTERN

2017 june -2017 August

*Mashreq Bank, Dubai*

- Part of the Branch Transformation project.
- Worked with POS terminals, conducted UAT and POS Programming, configuration, and testing.
- Worked with the Mobile Banking team in the bank.
- Worked in the Ecommerce section.
- Supported Card Operations for merchant configuration.