

SARIKA SAJJA

USER EXPERIENCE DESIGNER

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 www.sarikasajja.info

ABOUT ME

A UX Designer with 5+ years designing enterprise and regulated-industry experiences, from credit workflows to legacy system modernization. I partner closely with engineering, product, business, compliance, and risk teams, and mentor emerging designers through structured programs alongside my own design work.

EDUCATION

SCAD, Savannah

- B.F.A in Service Design
- Minors in:
 - Industrial Design
 - Business Management & Entrepreneurship

SKILLS

Professional

- Strategy
- Stakeholder Mgmt.
- Project Mgmt.
- Design Thinking
- Storytelling

Design

- UX Research
- Journey Mapping
- Journey Blueprinting
- Service Design
- UX/ UI Design
- Content Strategy

Digital

- Figma
- Miro/ Mural
- Qualtrics
- Adobe Suite
- AI Programs

PROFESSIONAL EXPERIENCE

The Home Depot

Sr. UX Designer

(2021- Present)

Pro Trade Credit: Pro UX Team (2024-Present)

- Co-lead UX strategy and design for the Pro Trade Credit program, helping set the direction for program awareness, application, onboarding, and account management experiences used across Home Depot's Pro Customers & Associates
- Drive alignment across product, engineering, credit/underwriting, and compliance partners, helping establish the design approach for balancing regulatory requirements with usability across PTC
- Lead user research and usability testing on PTC experiences, turning findings into recommendations that meaningfully reduced friction and shaped the design direction for the broader PTC experience

Customer Record: Enterprise UX (2021- 2024)

- Established the design approach for secure, associate-assisted account management, including verification flows used across in-store scenarios when self-service wasn't an option
- Contributed to the design effort to replace discontinued legacy systems with new associate-facing tools, improving efficiency and setting the transition approach followed across the initiative

Ongoing:

- Mentor students from Spelman College and The Home Depot engineering interns, across multiple cohorts, guiding portfolio development, project work & UX skill-building

NCR

Service Design Strategist

(2019-2021)

- **Hospitality & Banking**
 - Collaborated with Deloitte on Chipotle's specialized kitchen display system (KDS) to design the experience for online, mobile & delivery orders efficiently
 - Facilitated Design Thinking workshops with Chuck-E-Cheese's Chief Marketing Officer and Marketing teams
 - Identified gaps, and designed improvements for their point-of-sale & management platform (Aloha)
 - Collaborated with hardware & software engineers to create onboarding materials for Publix point-of-sales & Bank of America ATMs

SCADPro

Service Designer & UX Designer

2018-2019

- **Projects for Peace:** designed a farmer resource-sharing service in Puerto Rico with an NGO partner; secured \$20k grant, launched in 2019 and still running
- **Delta:** Researched & designed future high-end flying concepts for Delta employees, passengers & drivers
- **HP:** Designed a streamlined connection between HP users & retail partners, improving the photo printing experience