

Divya Ravi

UX Designer (Bangalore)

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UX Designer with experience designing digital identity, credential management, government platforms, and AI-driven applications. Skilled in research-led design, interaction design, information architecture, and usability testing, simplifying complex workflows across public-sector and emerging technology domains. Worked on platforms including [MOSIP](#), [DIGIT](#), and [Finternet](#), and published research on transparency, trust, and user control in AI systems.

EXPERIENCE

UX Designer (Experience & Product Designer)

Mar 2025 – Present

[Infosys Limited](#), Strategic Technology Group

- Designed 20+ identity enrolment and verification flows for [MOSIP Inji](#), an open-source digital platform deployed across 14 national rollouts in 29+ countries, used by governments to issue and verify digital credentials. Built reusable interaction flows that could be adapted across countries with varying deployment requirements, serving 185M+ digital identities.
- Designed end-to-end enrolment, credential management, and verification experiences for **CA Career Passport**, a mobile digital credential wallet developed for a California state agency, simplifying how users receive, manage, and share verifiable credentials (for iOS and Android).
- Led discovery research, workflow analysis, and early design for a **government intellectual property platform**. Created information architecture and journey maps to streamline patent filing workflows for applicants, reviewers, and administrators.
- Redesigned citizen-facing workflows within the [DIGIT 3.0](#), a digital public infrastructure platform supporting government service delivery. Refined and standardized service access to deliver a consistent user experience across multiple states with large and diverse user populations.
- Planned and conducted usability studies, interviews, and user research sessions to uncover user needs, validate design concepts, and identify opportunities for simplifying complex user journeys.
- Designing interaction flows for [Finternet](#), an emerging digital ecosystem focused on user-controlled data, credentials, and digital assets through secure automation and consent-driven interactions.

HCI RESEARCH EXPERIENCE

Transparency for Retrieval Augmented Generation (RAG)-based Application

April 2025

- Published at [ACM CHI 2025](#) (CORE A*), on trust and transparency in Retrieval-Augmented Generation systems for domain experts.
- Designed query branching and document-level interaction flows enabling user control in RAG-based applications; validated through structured studies with domain experts.

Seeing inside AI Agents: How Transparency Shapes Human-Agent Interactions

October 2026

- Accepted at [ACM OzCHI 2026](#), a leading Human-Computer Interaction conference in Australia.
- Defined different levels of transparency in policy-governed AI agents and conducted a user study on the influence of transparency in user interactions.

SKILLS

Design	Figma, Figma Make, Wireframing, Lo-Fi & Hi-Fi Prototyping, Design Systems, Accessibility
Research	User Research, Usability Testing, Study Design, Interviews, Thematic Analysis, Heuristic Evaluation
Methods	Information Architecture, User Journey Mapping, Interaction Design, Product Definition
Technical	HTML, CSS, JavaScript, Object-Oriented Programming
Domains	Digital Identity & Credentials, Digital Public Infrastructure, Civic Tech, Human-AI Interaction

EDUCATION

Master of Interaction Design & Electronic Arts

The University of Sydney

Feb 2023 – Aug 2024

- Focus: Interface Design, Product Design, and Usability Engineering
- Technical Skills: Front-end Development (HTML, CSS, JavaScript) and Object-Oriented Programming, Design Thinking, Prototyping, User Research.([Transcript](#))

Bachelor of Architecture

R.V. College of Architecture, Bangalore

Aug 2017 – Jun 2022

- Accredited Architect with project management experience and a focus on integrating aesthetics, functionality, and sustainability.
- Internship at BNA (Balan and Nambisan Architects)

SELECTED ACADEMIC PROJECTS

Beach Safe: Mobile Safety App

2024

USYD Graduation Studio · Surf Life Saving NSW

- Designed a mobile safety application that used location-aware interactions, simplified emergency pathways, and clear risk communication to help beachgoers make safer decisions.
- Conducted user research, prototyping, and usability testing to validate design concepts and improve accessibility.
- **Selected as a standout project among 30+ submissions and showcased at the 2024 USYD ADP Graduate Exhibition.**

Tin Sheds Gallery Quest

2023

IDEA Studio 2 · The University of Sydney

- Designed an interactive experience to improve community engagement using archival materials
- Iterated on concepts through multiple testing methods, including bodystorming and prototyping