



TULSI SHRIVASTAVA

*UX Selected Samples
Portfolio*

DESIGN WORK

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AIRLINE MOBILE APP

DATE: May – July 2018

CHALLENGE

An airline wished to develop a mobile application that allowed customers the ability to book flights, manage their bookings, and check flight status among other interactions with the airline. The mobile experience was to mimic the operations and flow of the airline's website.

MY EXPERIENCE

- Meetings with stakeholder
- Requirements elicitation
- Whiteboarding
- Creating wireframes
- Product backlog assistance
- Reviewing mockups



AIRLINE MOBILE APP

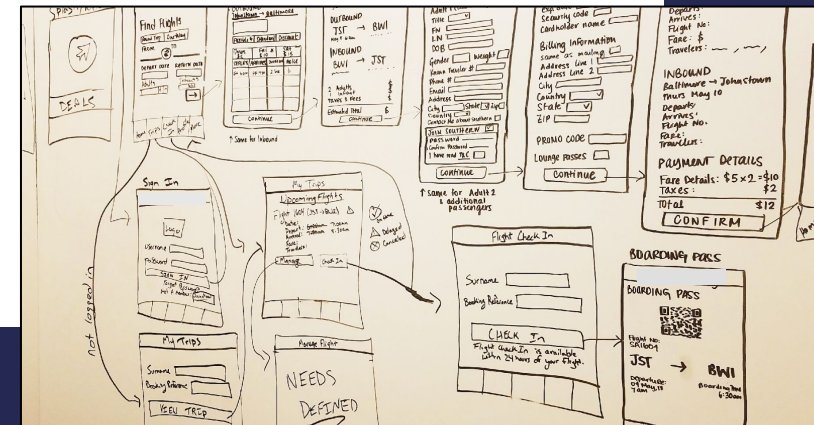
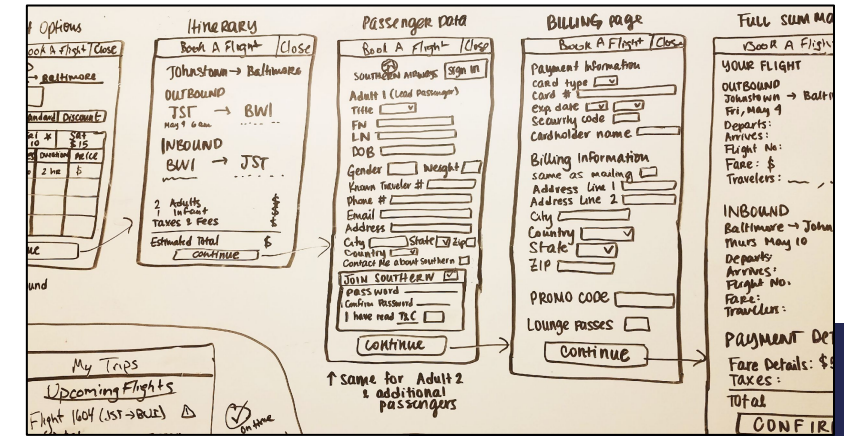
WHITEBOARDING & REQUIREMENTS GATHERING

PROCESS

In various client meetings, I first sought to understand the primary users of this application and the core flows of the existing airline website. I was then able to make sketches with the design team and iterate often according to newly learned information.

For my user research, I...

- studied the airline website
- examined competitor applications
- explored the existing test site
- booked and managed "test" flights to better understand the process



AIRLINE MOBILE APP

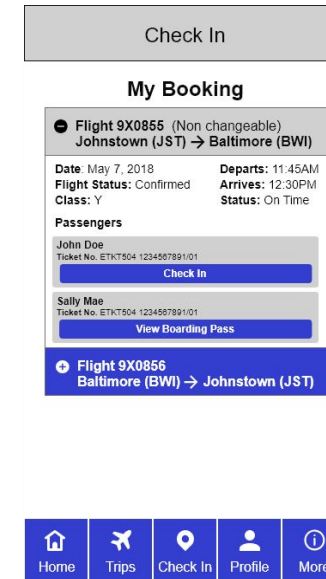
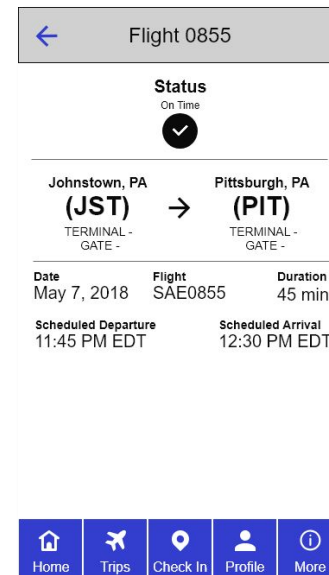
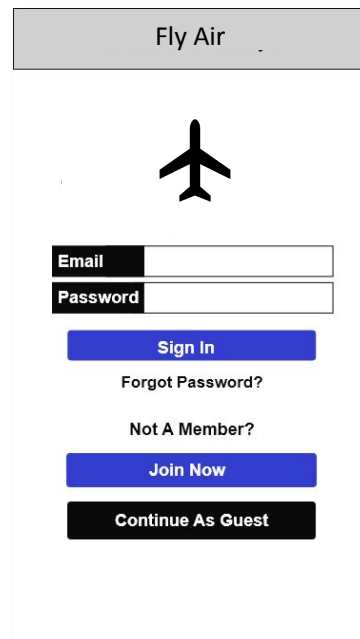
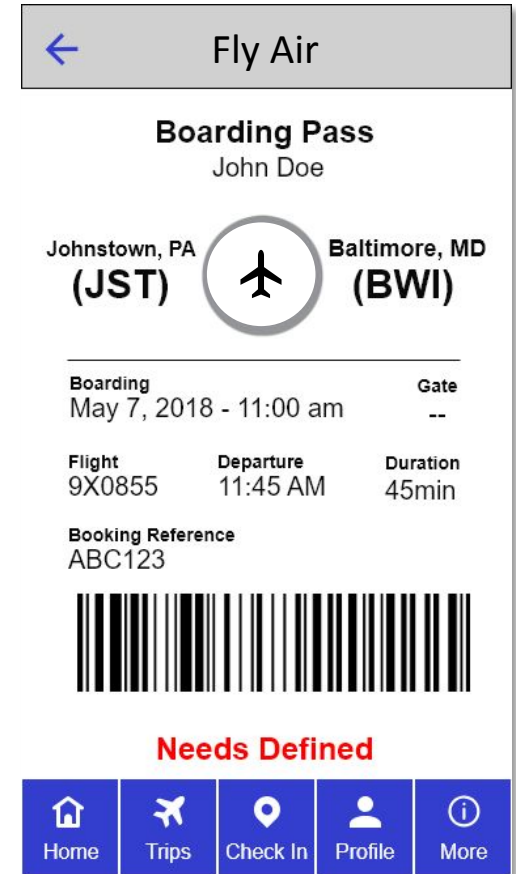
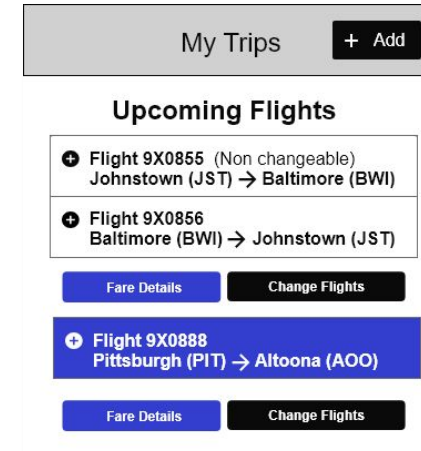
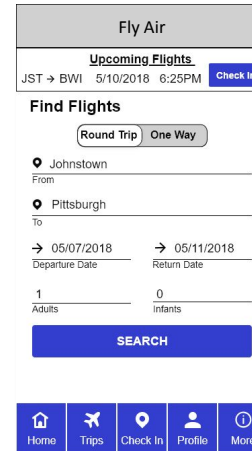
WIREFRAMING

TOOL: Adobe XD

PROCESS

Upon deciding the layout and core functionalities, I wireframed the app screens. The blue on the screens indicates the clickable portions of the design that show the process flow.

After iterations, these designs were sent to the graphic designer for mockup creation. I also noted areas that needed further defining by the client.



AIRLINE MOBILE APP

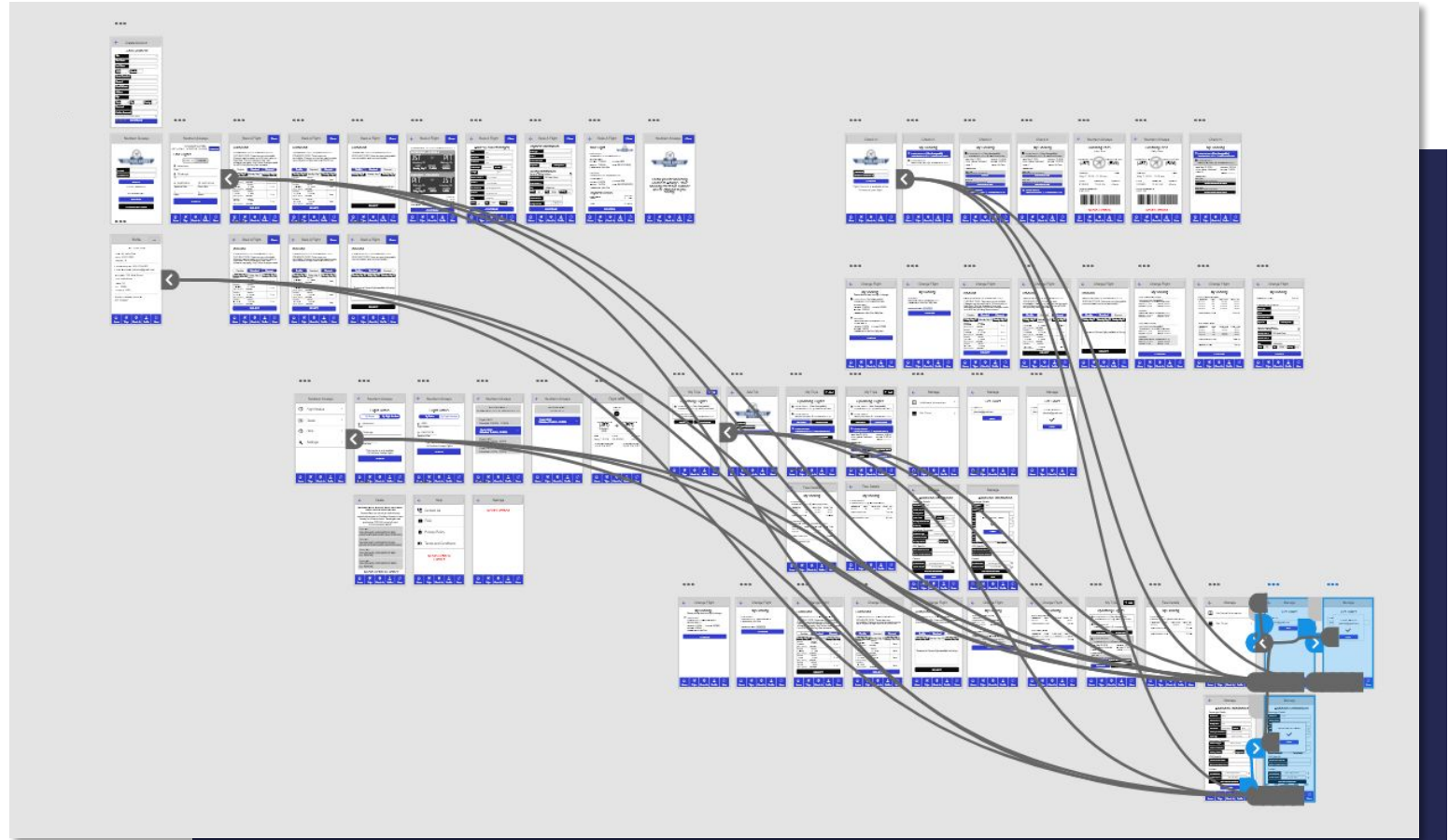
WIREFRAMING

TOOL: Adobe XD

PROCESS

Eventually, the screens were linked together to create a clickable wireflow.

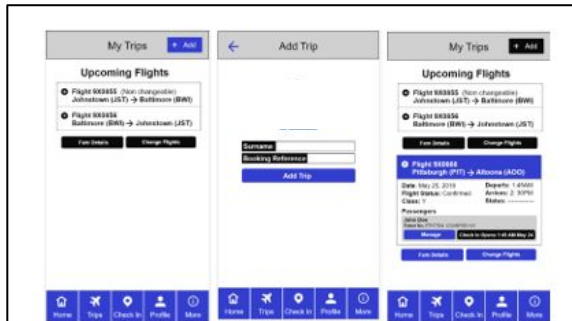
This prototype was published and sent to the client for review. The viewer was able to click through, leave comments, and note specific changes required.



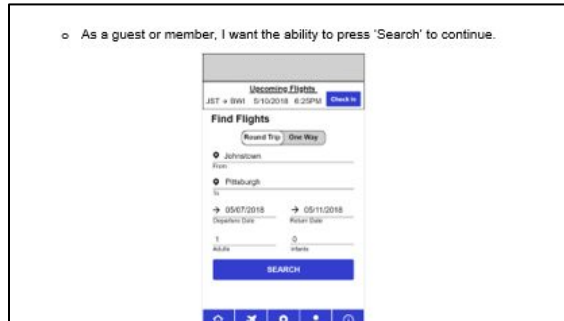
AIRLINE MOBILE APP

BACKLOG CREATION

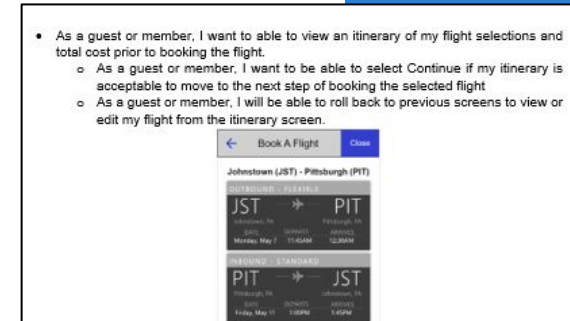
I assisted in with business documentation including the description of the business rules, epics, and user stories, which were all used to define scope for MVP. Striving for clarity, I wrote the criteria in user-story format and placed the corresponding wireframe screens accordingly.



- o As a guest who has just booked a flight within or outside of the application, I should not see that flight listed under Upcoming Flights, unless I manually added it in.
- o As a member who booked the flight through the application, I want this flight to be automatically listed in the Upcoming Flights page, without having to manually add it in.
- o As a member who has had a flight booked outside of the application or by another individual on their behalf, I will not see my upcoming flight unless I manually added it.
- Assumption: A Lead Passenger who adds a flight will see all flight information for all passengers while other passengers who add the flight will need to use the Lead Passengers surname to add the flight to their application and will also see all passengers.
- As a guest or member, I want to be able to view the flight number, flight route, date, departure time, arrival time, class, passengers, and flight status for my upcoming flights.
- As a guest or member, I want the option to check in from the My Trips page.
 - o As a guest or member who has a flight that is not within 24 hours, I should not be able to check in, but I should be able to view the time and date of when check in opens.



- o As a guest or member, I want the ability to press 'Search' to continue.
- As a guest or member searching for a one-way flight, I want to be able to select my outbound flight from a list of available flights that match my query and then press 'Continue' to continue to the itinerary page.
 - o As a guest or member, I want to be able to roll back to previous screens to view or edit my selections during the booking process.
 - o As a guest or member, I want to be able to filter my outbound flights by flexible, standard, or discount fare.
 - o As a guest or member, I want to be able to view descriptions of each type of fare to help me in making fare type decisions.
 - o As a guest or member, I want the option to view the flights and fares of the day before and the day after my chosen date.
- As a guest or member searching for a round-trip flight, I want to be able to choose my outbound flight and my inbound flight before pressing 'Continue' to continue to the itinerary page.
 - o As a guest or member, I want to be able to roll back to previous screens to view or edit my selections during the booking process.
 - o As a guest or member, I want to be able to filter my outbound and inbound flights by flexible, standard, or discount fare.



- As a guest or member, I want to be able to view an itinerary of my flight selections and total cost prior to booking the flight.
 - o As a guest or member, I want to be able to select Continue if my itinerary is acceptable to move to the next step of booking the selected flight
 - o As a guest or member, I will be able to roll back to previous screens to view or edit my flight from the itinerary screen.
- As a guest or member, I want to be able to be prompted to enter the passenger data for each adult and infant in the same way as I would on
 - o As a member who is logged in, I want my passenger data auto-populated into the form as the Lead Passenger so that I do not have to fill out all my information again.

MEMORIAL MOBILE APP

DATE: June – September 2018

CHALLENGE

Client desired to develop a web and mobile application that enhanced the way people remembered a loved one. Users should be able to manage, view, and share content with others. Core functionalities included account management, profile creation, content sharing abilities, administrator rights management, and location services.

MY EXPERIENCE

- Meetings with stakeholder
- Defining application users & scenarios
- Requirements elicitation
- Whiteboarding
- Helped to define scope for MVP
- Creating wireframes, mockups, prototype

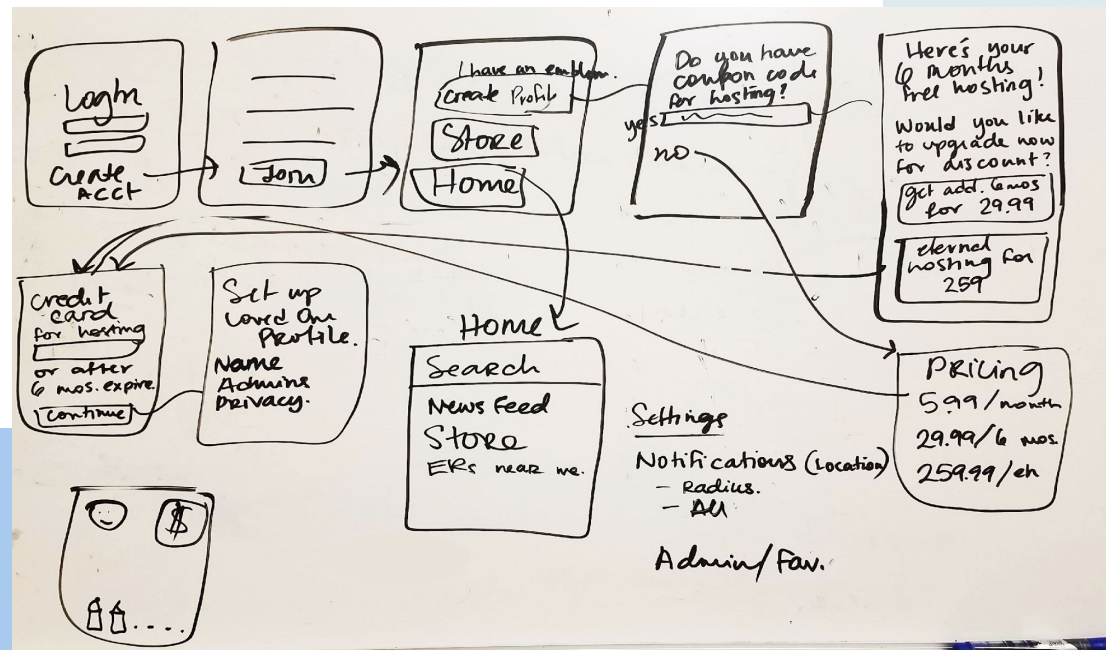




MEMORIAL MOBILE APP

DEFINING SCOPE FOR MVP

A workshop and several meetings with the clients proved to be very useful in identifying the user base and clearly defining requirements for this application. I assisted in defining scope with the team by working with the clients to prioritize core features of the app. With this information, we were able to better plan out the wireframes.



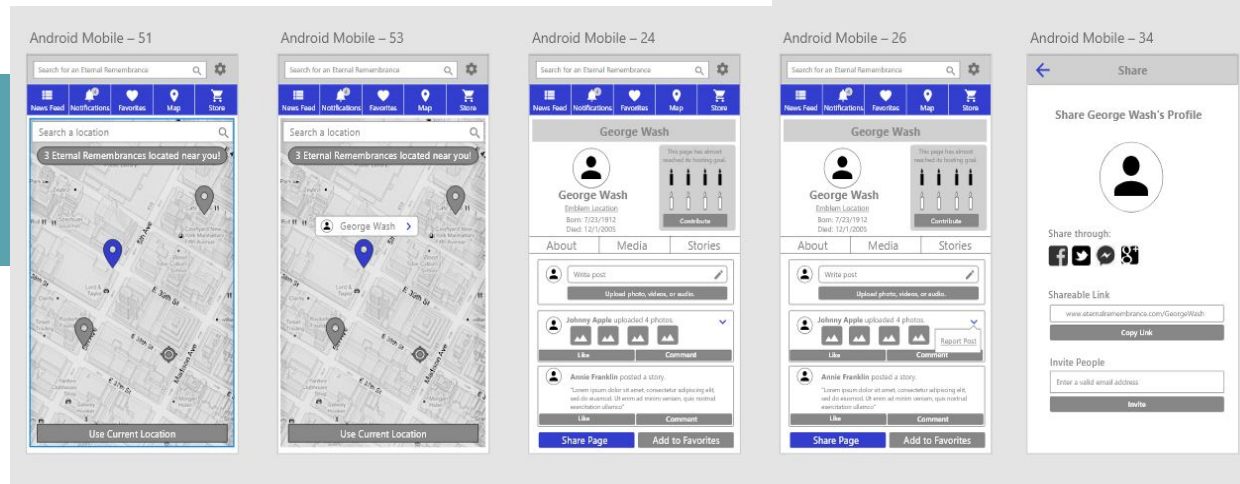
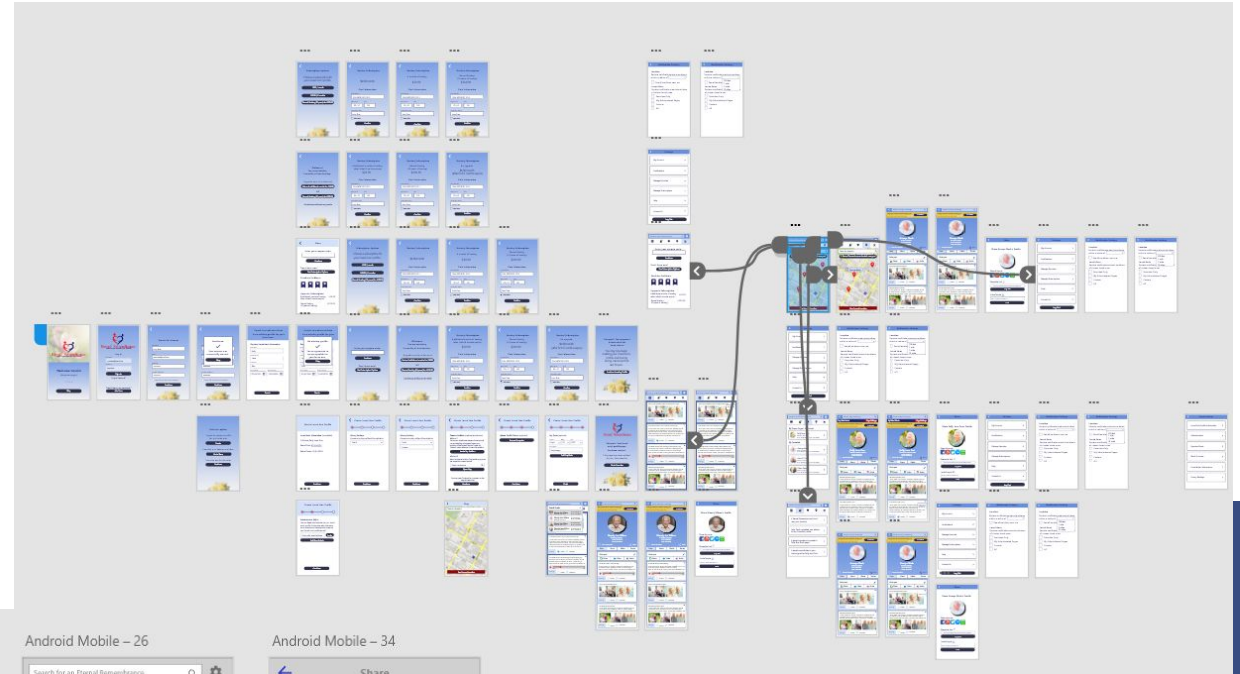


MEMORIAL MOBILE APP

WIREFRAMES

TOOL: Adobe XD

Both the initial and high-fidelity wireframes had clickable sections, so the client was able to review and get a feel of how the app would flow.

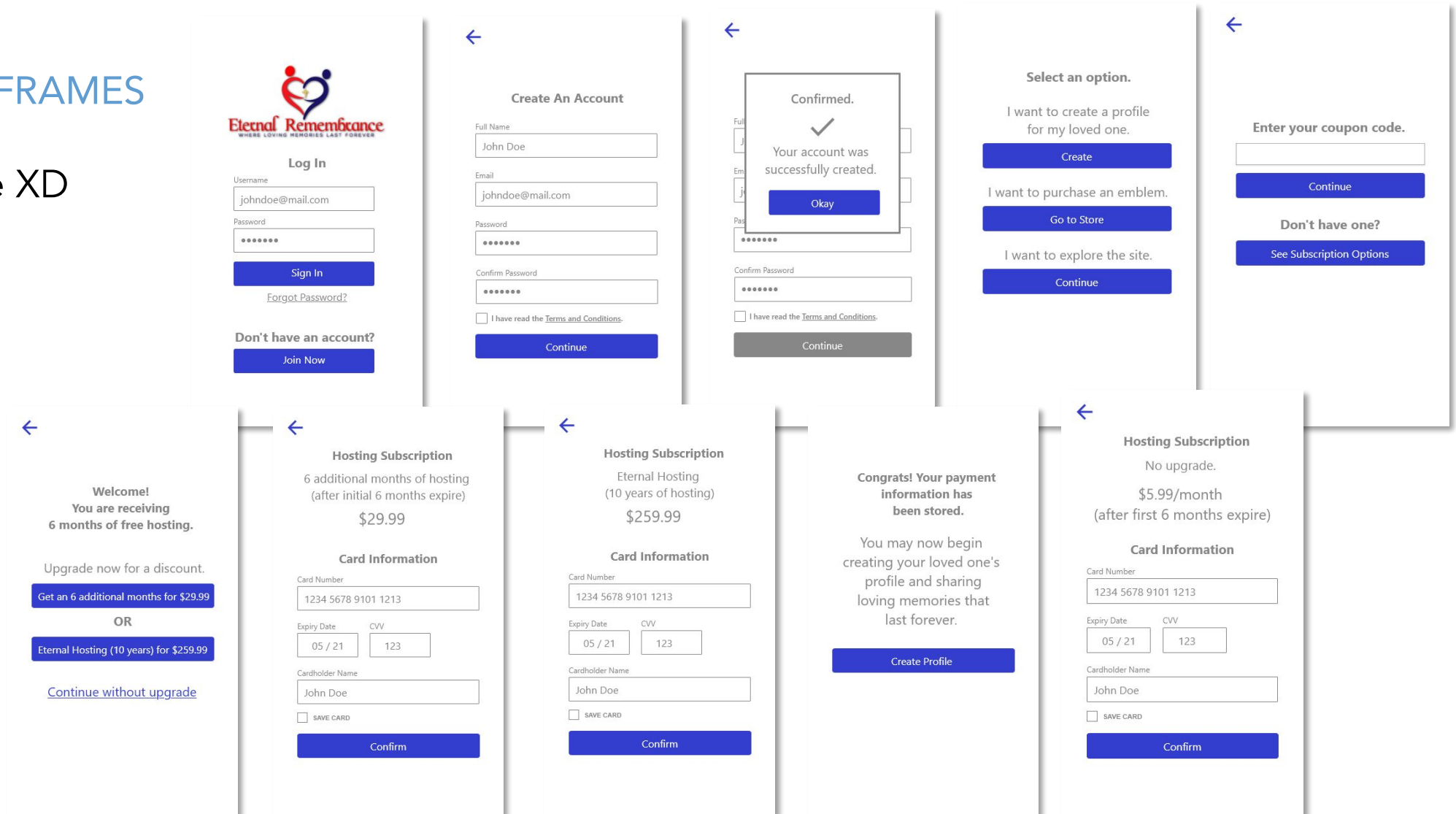




MEMORIAL MOBILE APP

INITIAL WIREFRAMES

TOOL: Adobe XD



MEMORIAL MOBILE APP

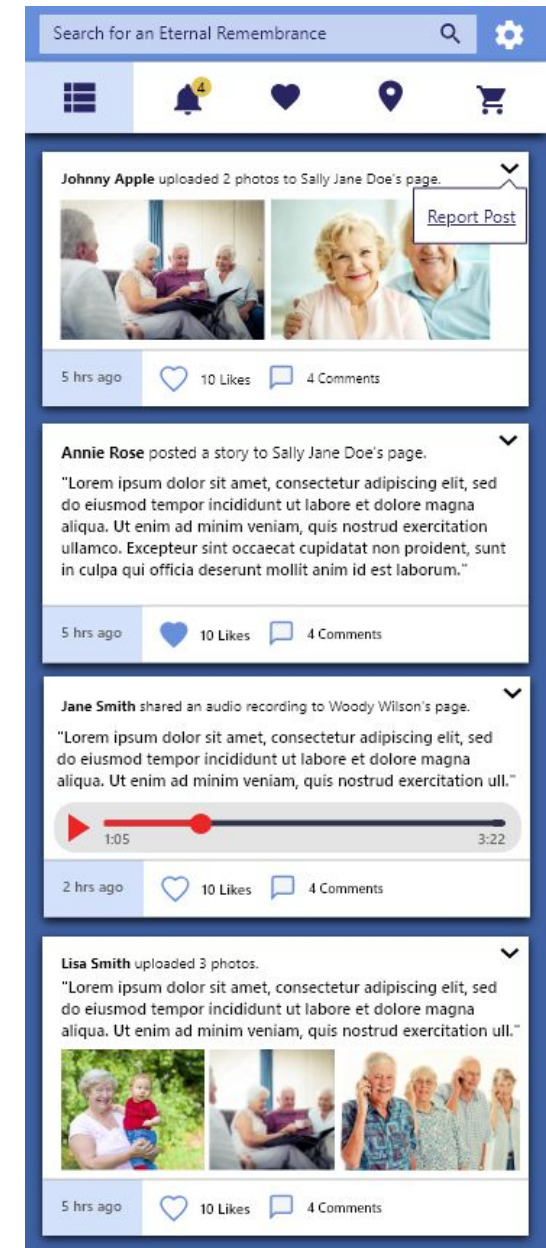
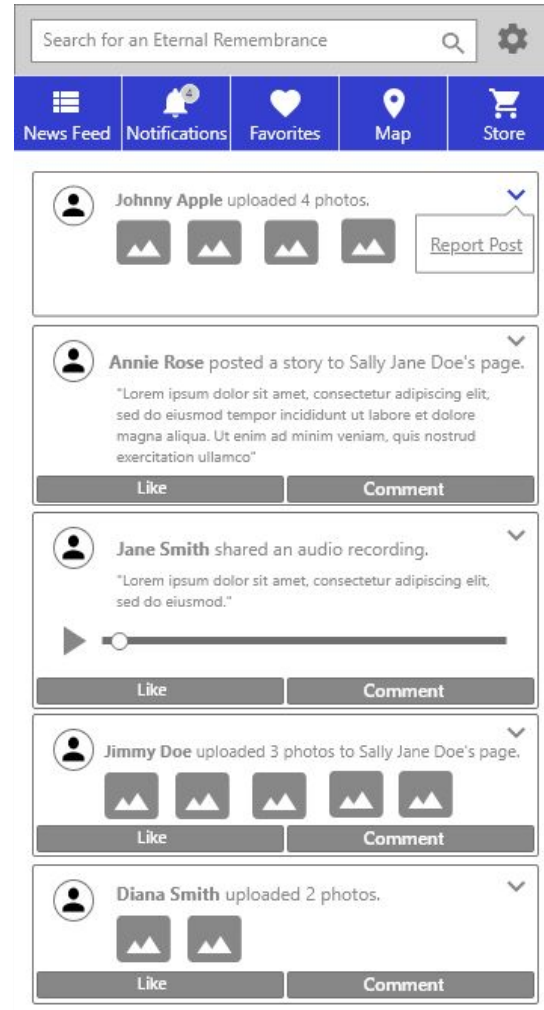
HIGH-FIDELITY WIREFRAMES

TOOL: Adobe XD

PROCESS

After the wireframes had reached a stage in which the client felt we could move forward, I began to develop a high-fidelity clickable wireframe.

I utilized Eternal Remembrance's existing color scheme and kept the client's branding vision in mind.



MEMORIAL MOBILE APP



HIGH-FIDELITY WIREFRAMES

Shown below is the Create A Loved One Profile Wizard, which takes the user through the Create Profile flow.

The wizard consists of five sequential screens, each with a progress indicator at the top showing four steps. The first step is always active (red dot).

- Screen 1:** Privacy Settings. Choose who this profile will be visible to. Options: Public (selected), Custom. **Continue** button.
- Screen 2:** Privacy Settings. Choose who this profile will be visible to. Option: Public (selected). **Continue** button.
- Screen 3:** Connect Emblem (optional at this time).
 - Method 1:** Ensure your location services are turned on and you are standing at the site of where your emblem will be located. Tap the 'Locate My Position' button below to connect this emblem. **Locate My Position** button.
 - Method 2:** Search or enter a location. Drag and drop a pin on the map at the chosen location. Search input: "Search a location". **Open Map** button.

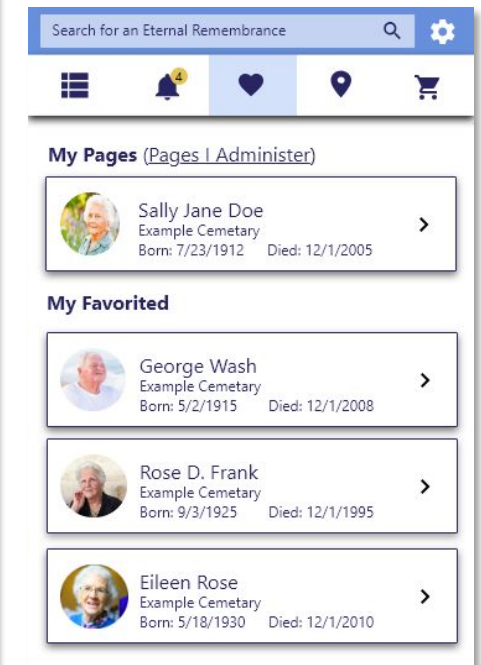
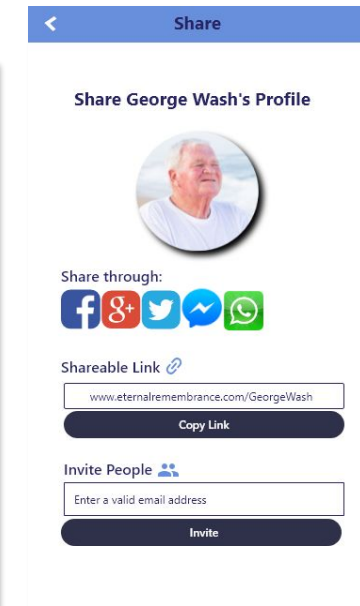
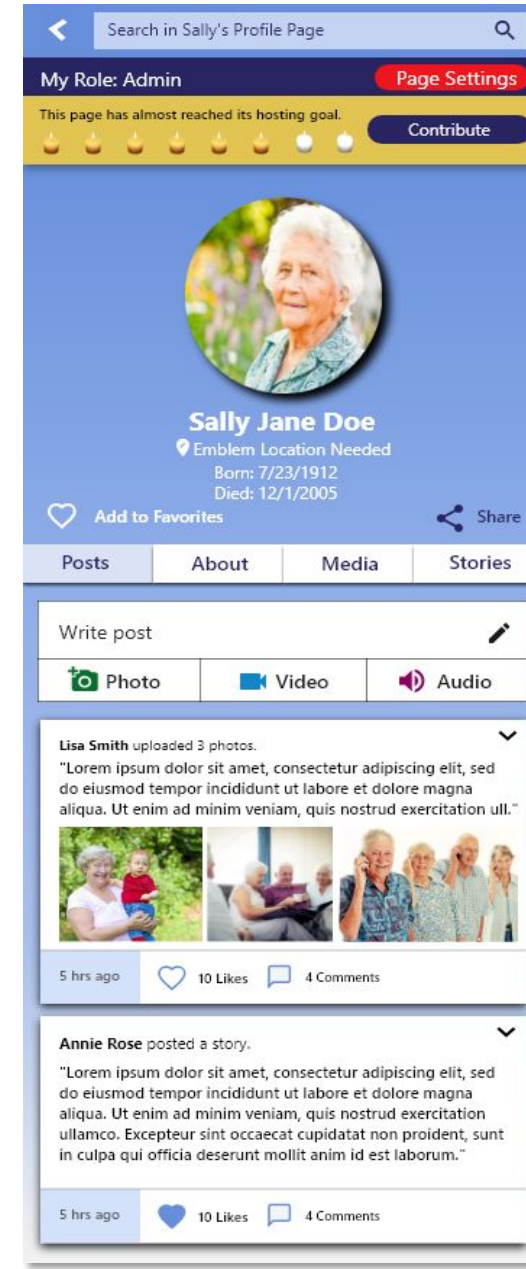
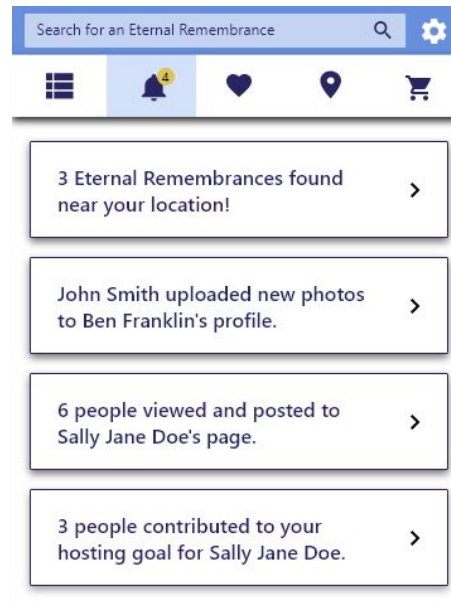
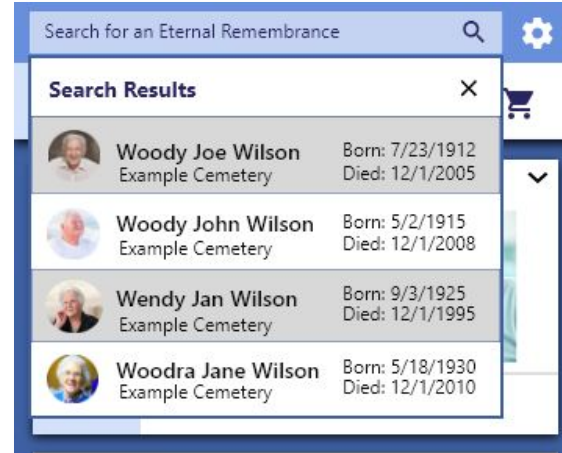
You may press 'Continue' to come back to this step at a later time.

Continue button.
- Screen 4:** Upload Profile Picture (optional). **Browse Computer** button. **Continue** button.
- Screen 5:** Key Dates (optional).
 - Month: April, Day: 23, Year: 1925.
 - Description: Anniversary.
 - Add Key Date** button.**Finish** button.

MEMORIAL MOBILE APP

HIGH-FIDELITY WIREFRAMES

The client desired profile pages, a news feed, and the ability to share posts, images, videos, and messages. We began to use Facebook as our guiding concept for these social media features.



SURVEY MANAGEMENT TOOL

DATE: December 2018 – January 2019

CHALLENGE

The company's goal was to develop a web and mobile interface for their survey and decision tool. This tool would assist human resources departments in choosing the best candidate among a pool of job applicants for a position. The clients required the management of surveys, invites, team members, accounts, and results.

MY EXPERIENCE

- Helped to define user roles for the system
- Assisted in whiteboarding
- Clickable Wireframes
- Iterated wireframes frequently upon client feedback



SURVEY MANAGEMENT TOOL

WIREFRAMES

TOOL: Adobe XD

Several whiteboard sketches and iterations lead to this basic wireframe.

Create New Position Flow

Logo Survey Management John Doe

< back

Create Position • Stage 1

Position Front End Web Developer

Position No. 1

Primary Criteria HTML

Sub-Criteria Sub-Criteria x Sub-Criteria x Sub-Criteria x Sub-Criteria x

CSS

Sub-Criteria x Sub-Criteria x Sub-Criteria x Sub-Criteria x

Mobile Best Practices

Sub-Criteria x Sub-Criteria x Sub-Criteria x Sub-Criteria x

Sub-Criteria x Sub-Criteria x

Add Criteria

Effective Dates

Start Date January 15 2018 Start Time 9:00 AM

End Date February 15 2018 End Time 6:00 PM

Next

Logo Survey Management John Doe

< back

Manage Team • Stage 1

Add Team Members

Sarah Jameson x Grace Maria x

Luis Juan x George James x

Jose James x Josh Phillip x

Taylor Jane x

Message

Invite to Complete Survey

Skip

Logo Survey Management John Doe

Home

Create New Position

Positions	Position No.	Status	Actions
Systems Analyst	1	Stage 1	Copy Archive
Systems Analyst	2	Stage 1	Copy Archive
Lead Software Engineer	1	Stage 2	Copy Archive
Project Manager	1	Stage 2	Copy Archive
Director	1	Stage 1	Copy Archive

Logo Survey Management John Doe

< back

Manage Team • Stage 1

Add New Team Members

Sarah Jameson x Grace Maria x

Luis Juan x George James x

Jose James x Josh Phillip x

Taylor Jane x

Message

Invite to Complete Survey

Skip

New Position Created

Position: Front End Web Developer

Position No: 1

Team Members Invited: None

Okay

SURVEY MANAGEMENT TOOL

WIREFRAMES

Edit Survey

Logo
Survey Management
John Doe

[< back](#)

Edit Survey • Systems Analyst • Position 1 • Stage 1

Position

Position No.

Primary Criteria

HTML

CSS

Mobile Best Practices

Sub-Criteria

Sub-Criteria x Sub-Criteria x Sub-Criteria x Sub-Criteria x

Sub-Criteria x Sub-Criteria x Sub-Criteria x

Sub-Criteria x Sub-Criteria x Sub-Criteria x Sub-Criteria x

Add Criteria

Effective Dates

Start Date: Month Day Year

End Date: Month Day Year

Start Time: : AM

End Time: : PM

Next

Invite Candidates

Logo
Survey Management
John Doe

[< back](#)

Invite • Stage 1

Add Candidates

Sarah Jameson x Grace Maria x

Luis Juan x

Candidates Previously Invited

Team Member	Position	
Jon Appleseed	Senior Engineer	Remove
Jake Bell	Operations Manager	Remove
Tammy Brett	Staff Manager	Remove
Jen Davis	Security Manager	Remove
Tom Martin	Senior Engineer 2	Remove
Emily Smith	Quality Assurance Director	Remove
Thomas Smith	Web Developer	Remove
Billy Williamson	Senior Architect	Remove

Message

Send

View Position Details

Logo
Survey Management
John Doe

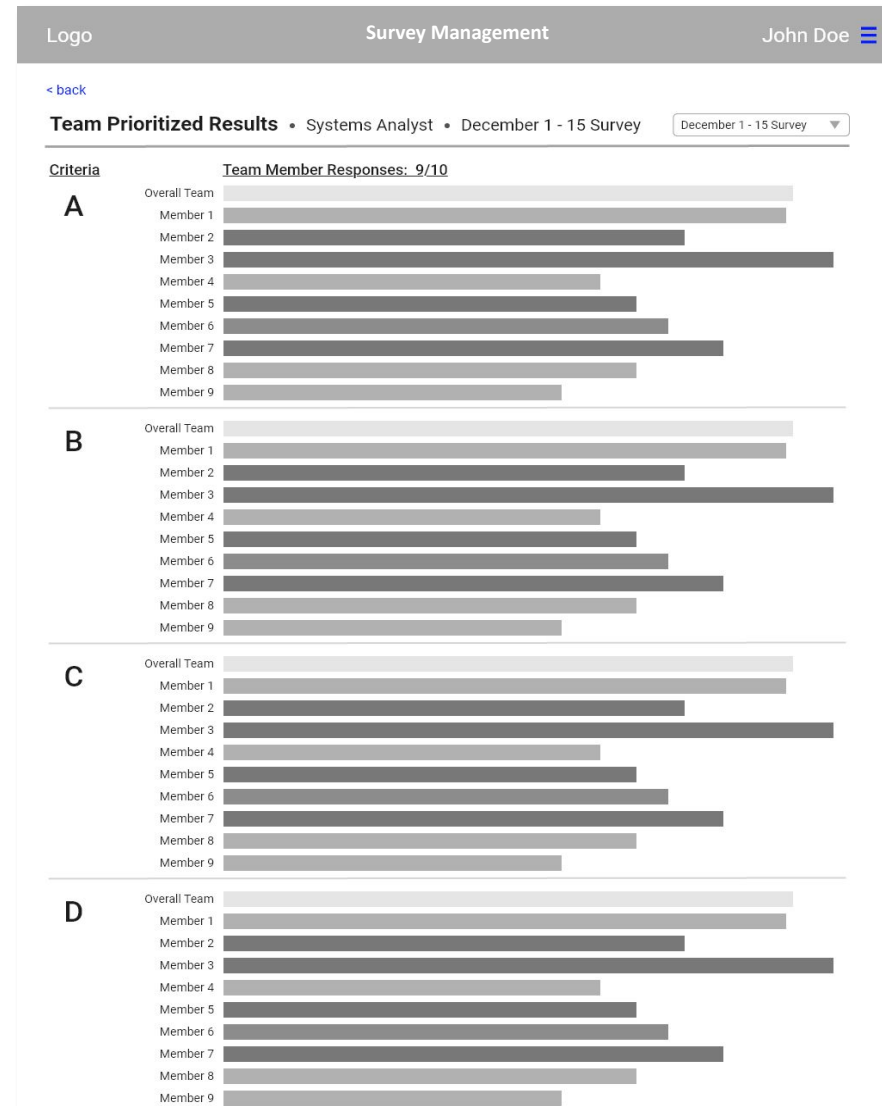
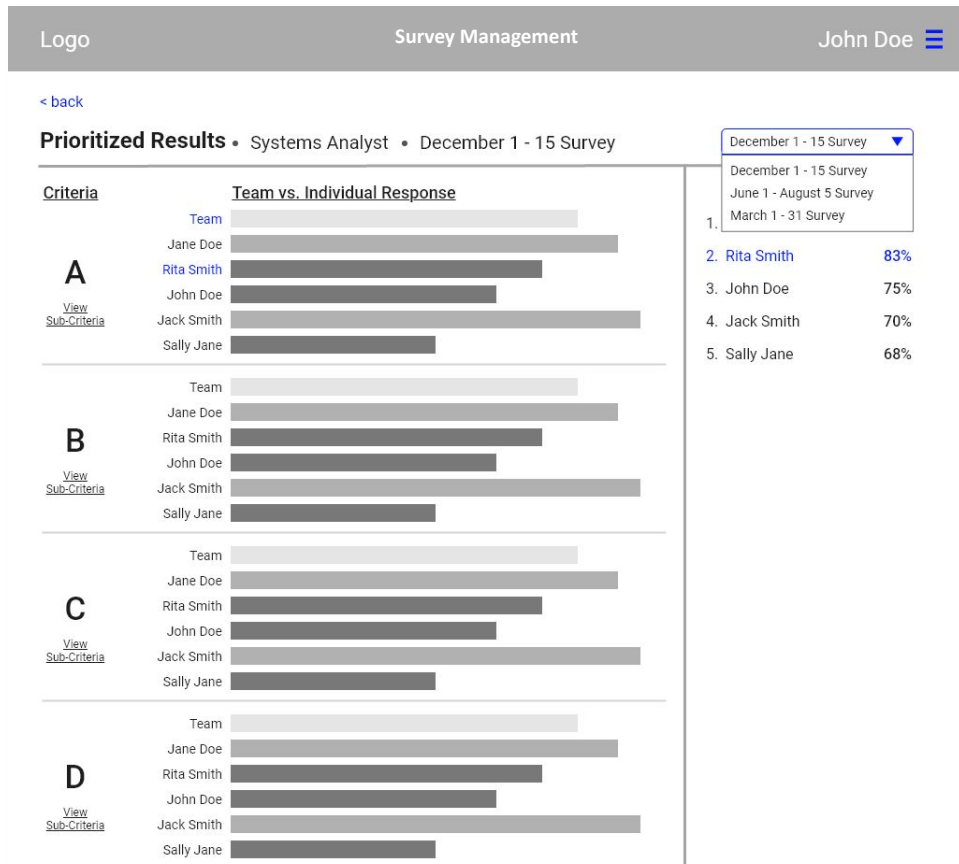
[< back](#)

Systems Analyst • Position 1 [Edit](#)

	Team Members	Candidates	Results
Surveys	New	Stage 1	Stage 2
January 1 - 10 Survey (current)	Edit 9 / 10 Manage	30 Invite	15 Invite
December 1 - 15 Survey	9 / 10	25	12 View
June 1 - August 5 Survey	8 / 10	15	8 View
March 1 - 31 Survey	8 / 10	10	5

SURVEY MANAGEMENT TOOL

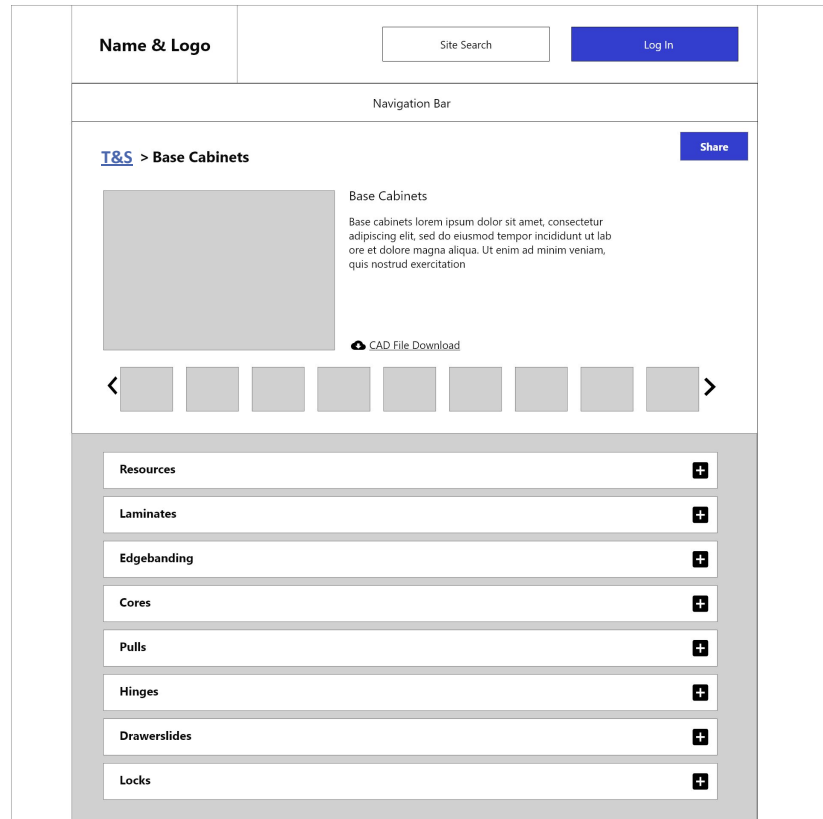
WIREFRAMES Results Pages



MOCKUP 1

FURNITURE CONSTRUCTION WEB LAYOUT

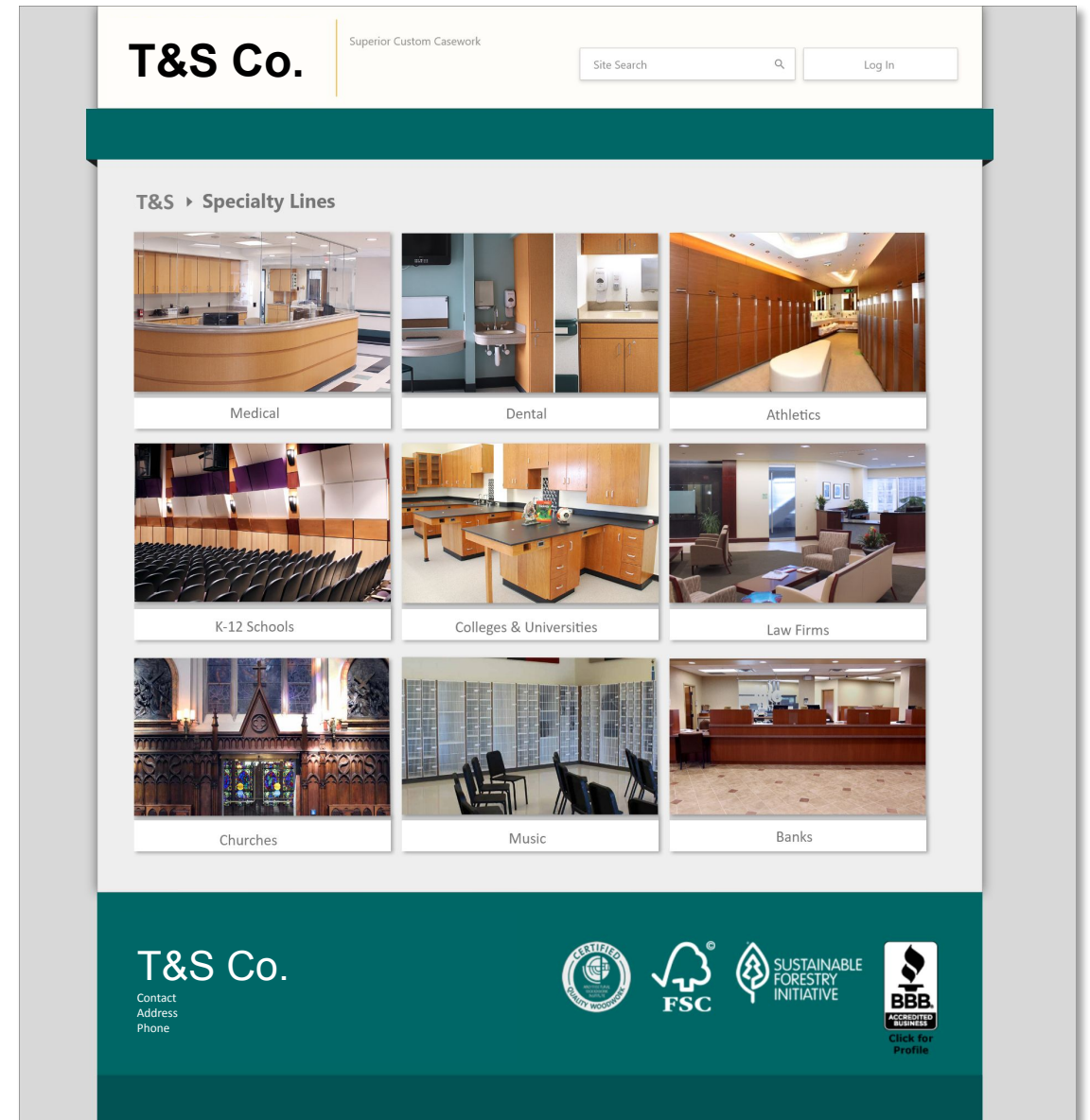
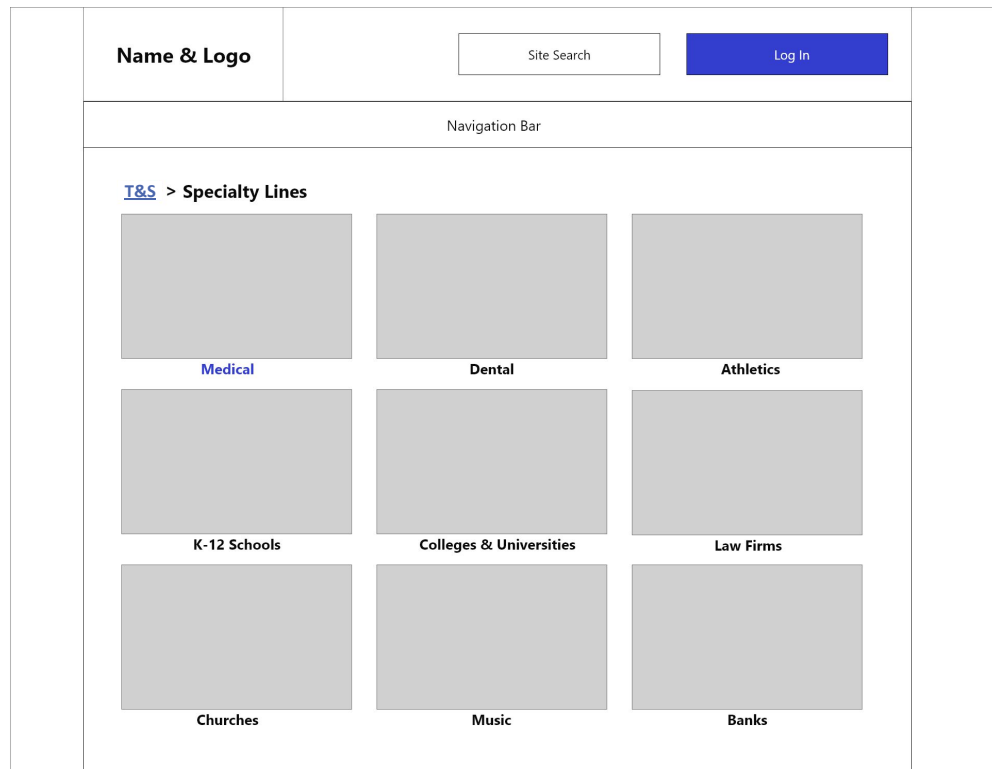
TOOL: Adobe XD



MOCKUP 2

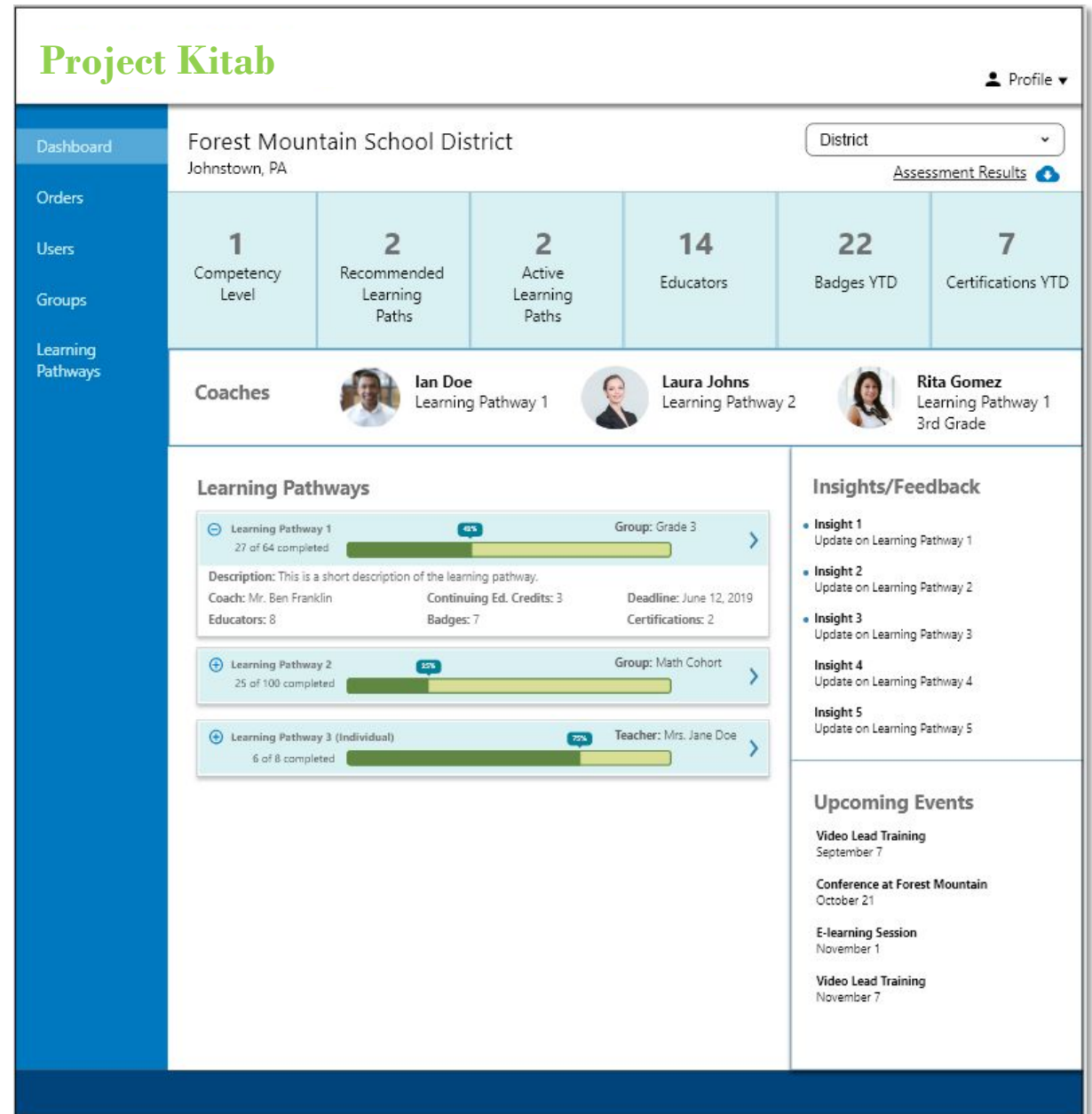
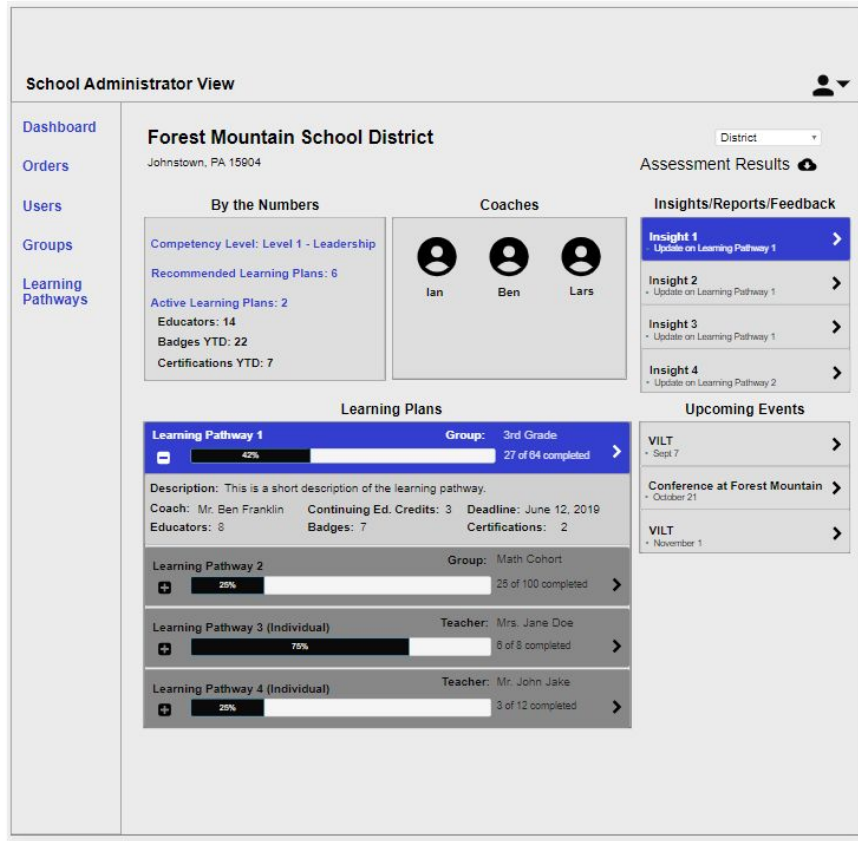
FURNITURE CONSTRUCTION WEB LAYOUT

TOOL: Adobe XD



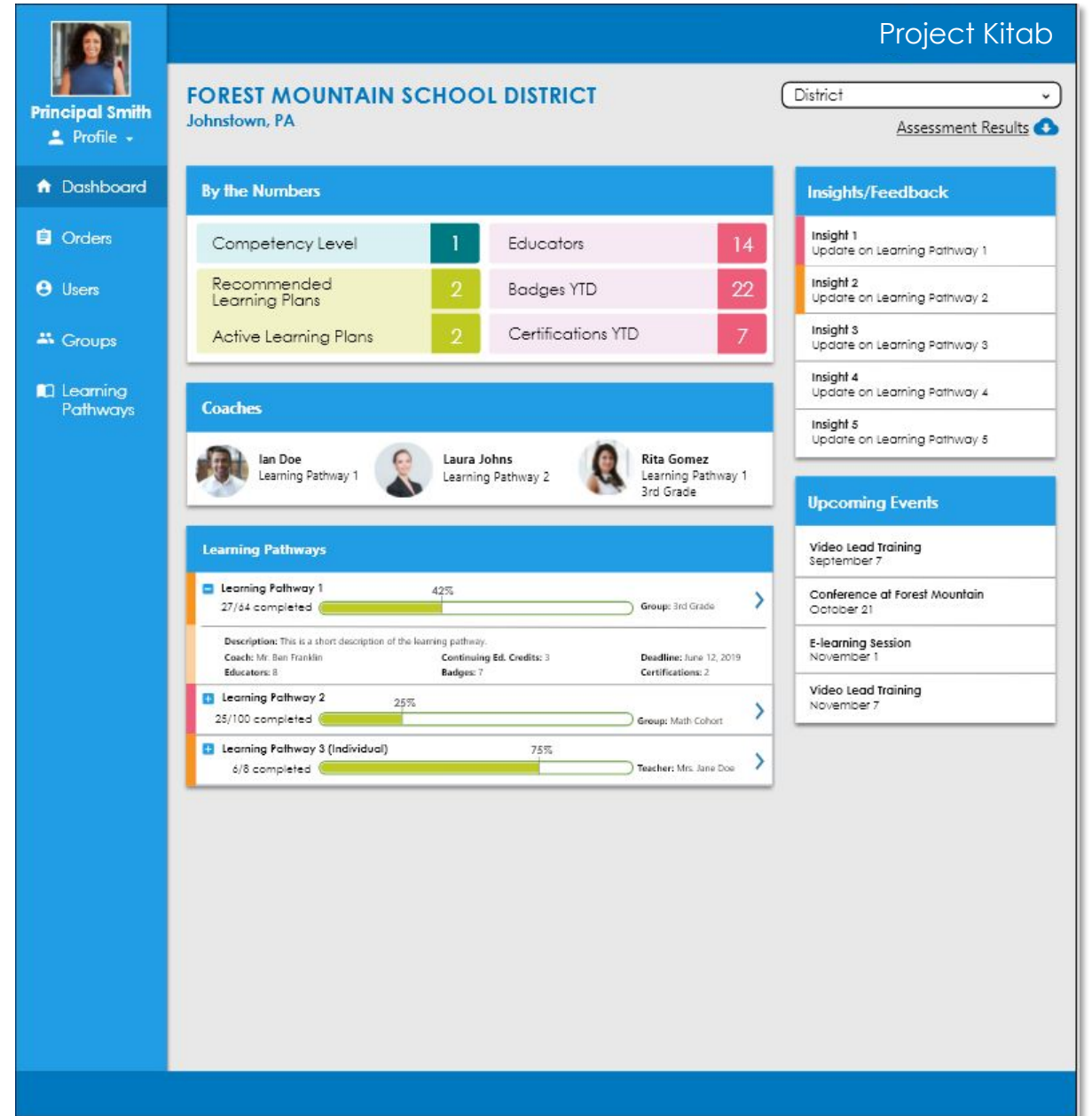
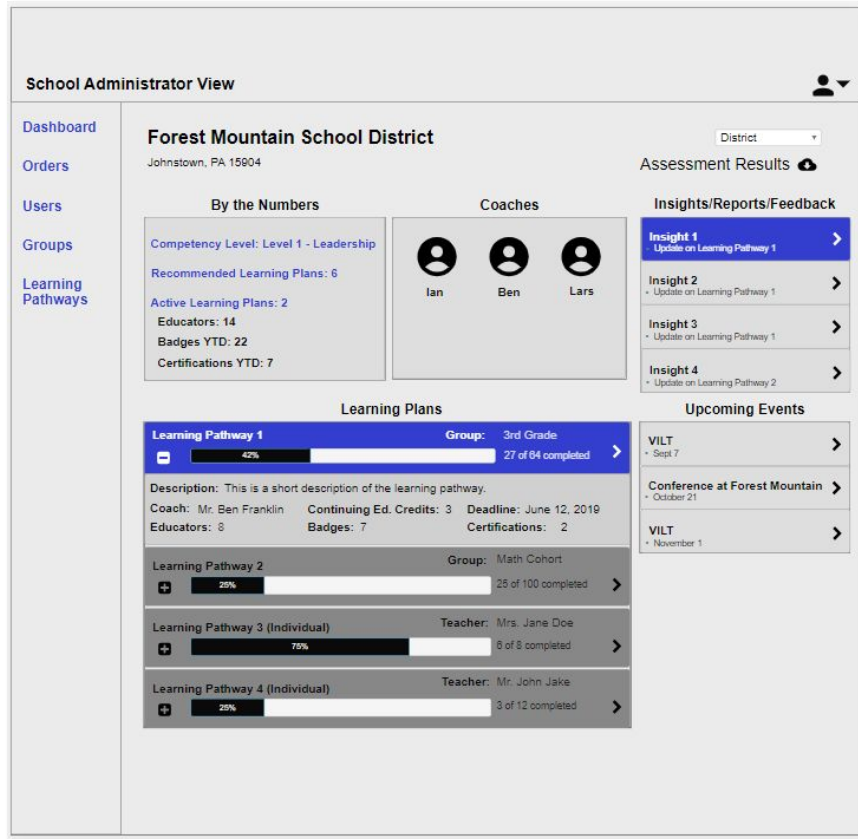
MOCKUP 3

PROJECT KITAB TOOL: Adobe XD



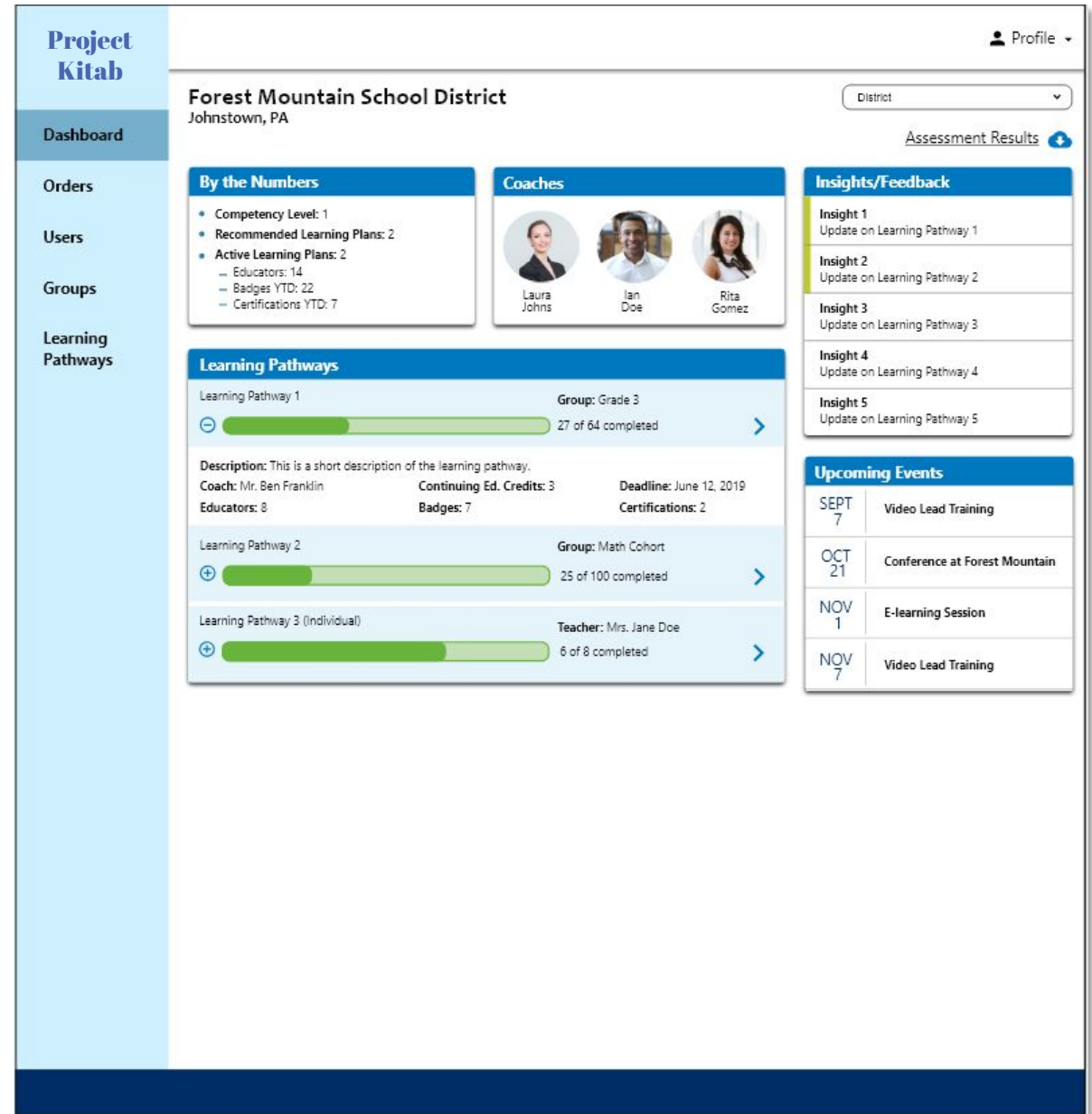
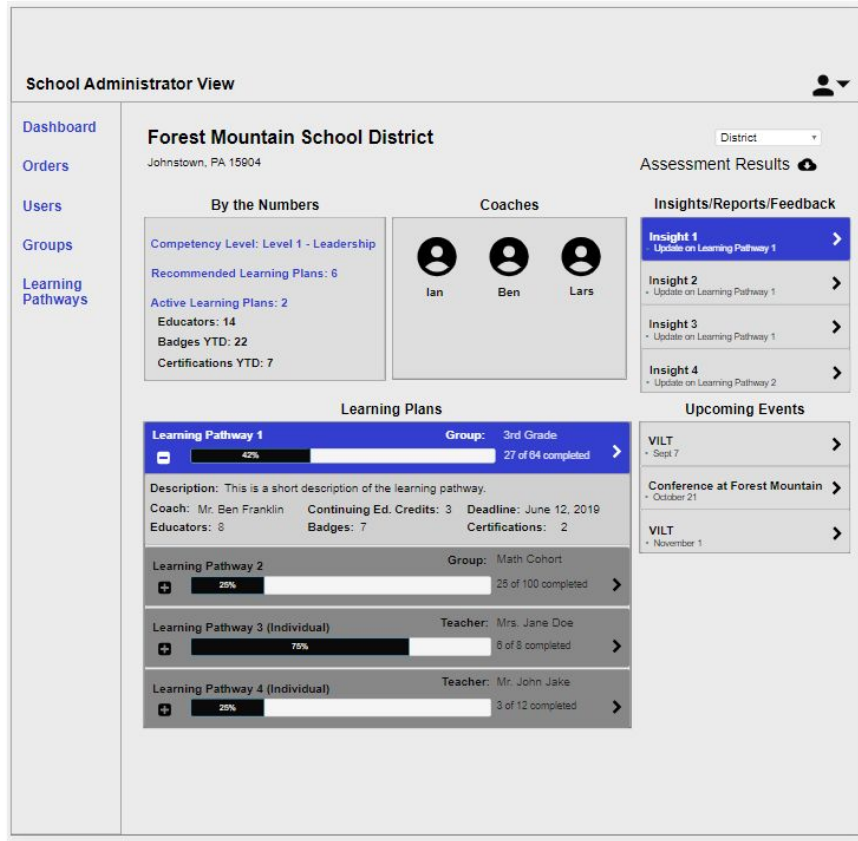
MOCKUP 4

PROJECT KITAB TOOL: Adobe XD



MOCKUP 5

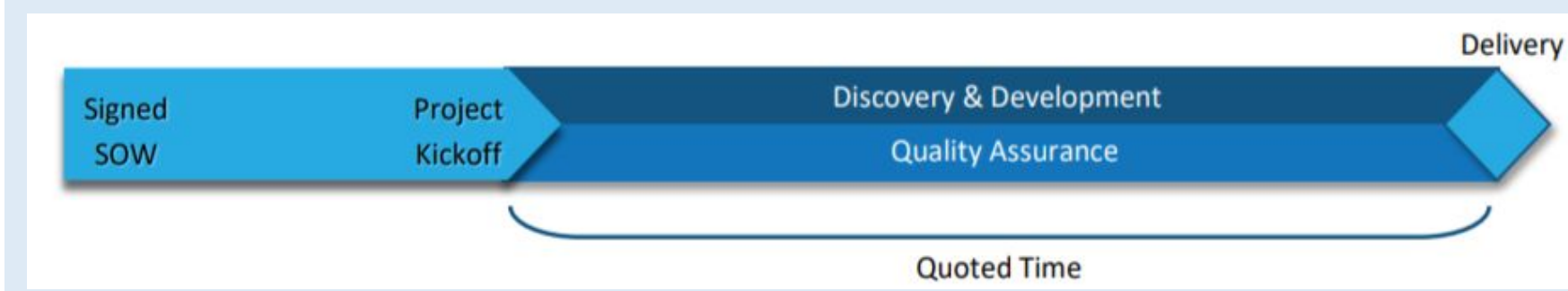
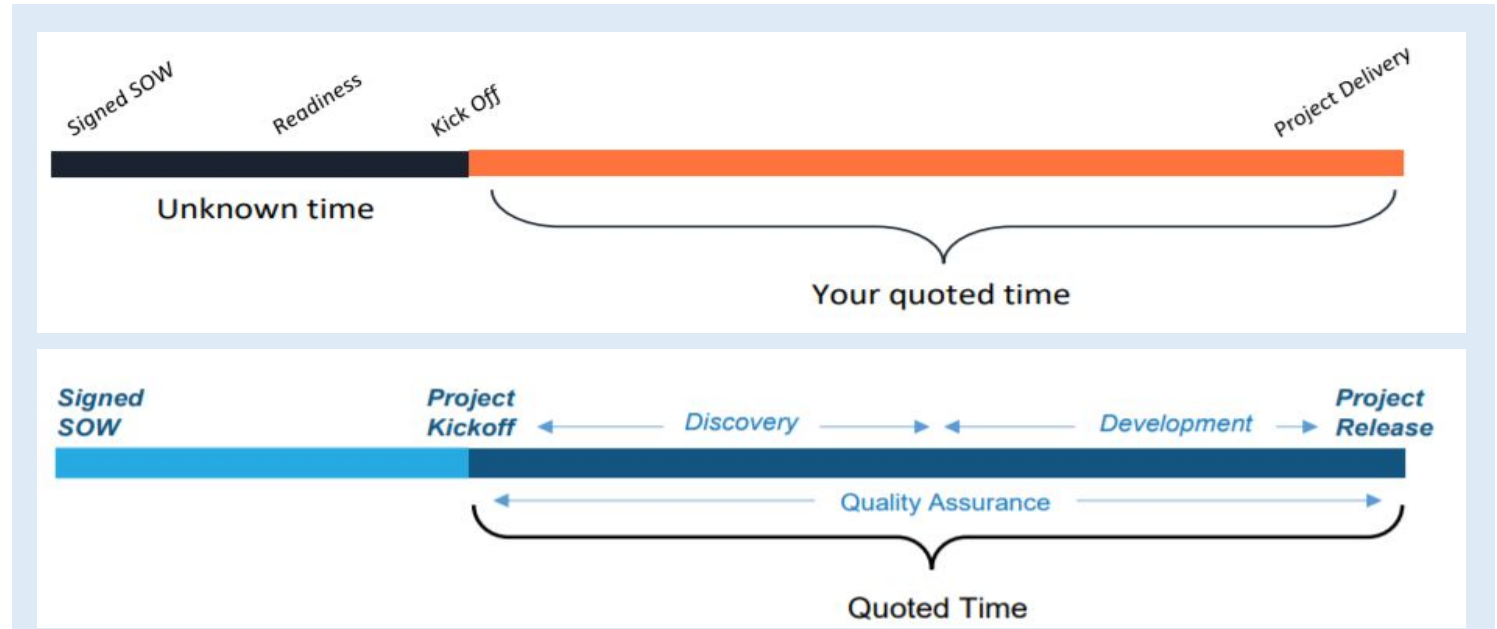
PROJECT KITAB
TOOL: Adobe XD



ROADMAP 1

PROCESS

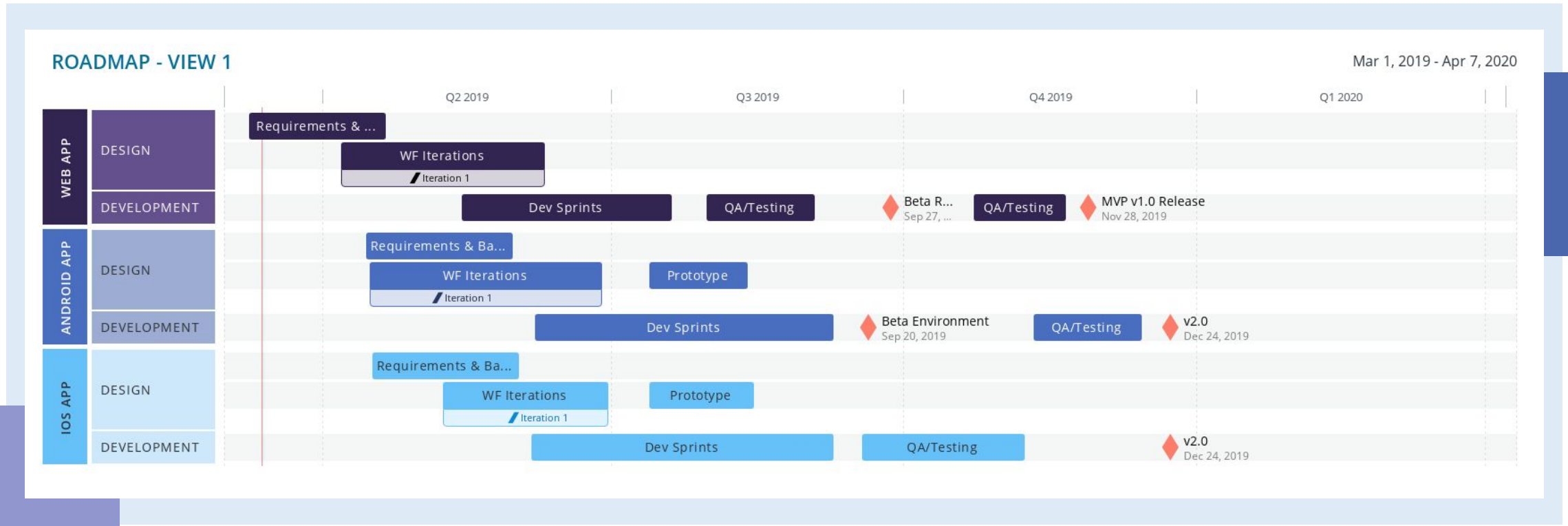
Created roadmap designs based off of a whiteboard sketch. Shown here are four different styles I designed using MS Word.



ROADMAP 2

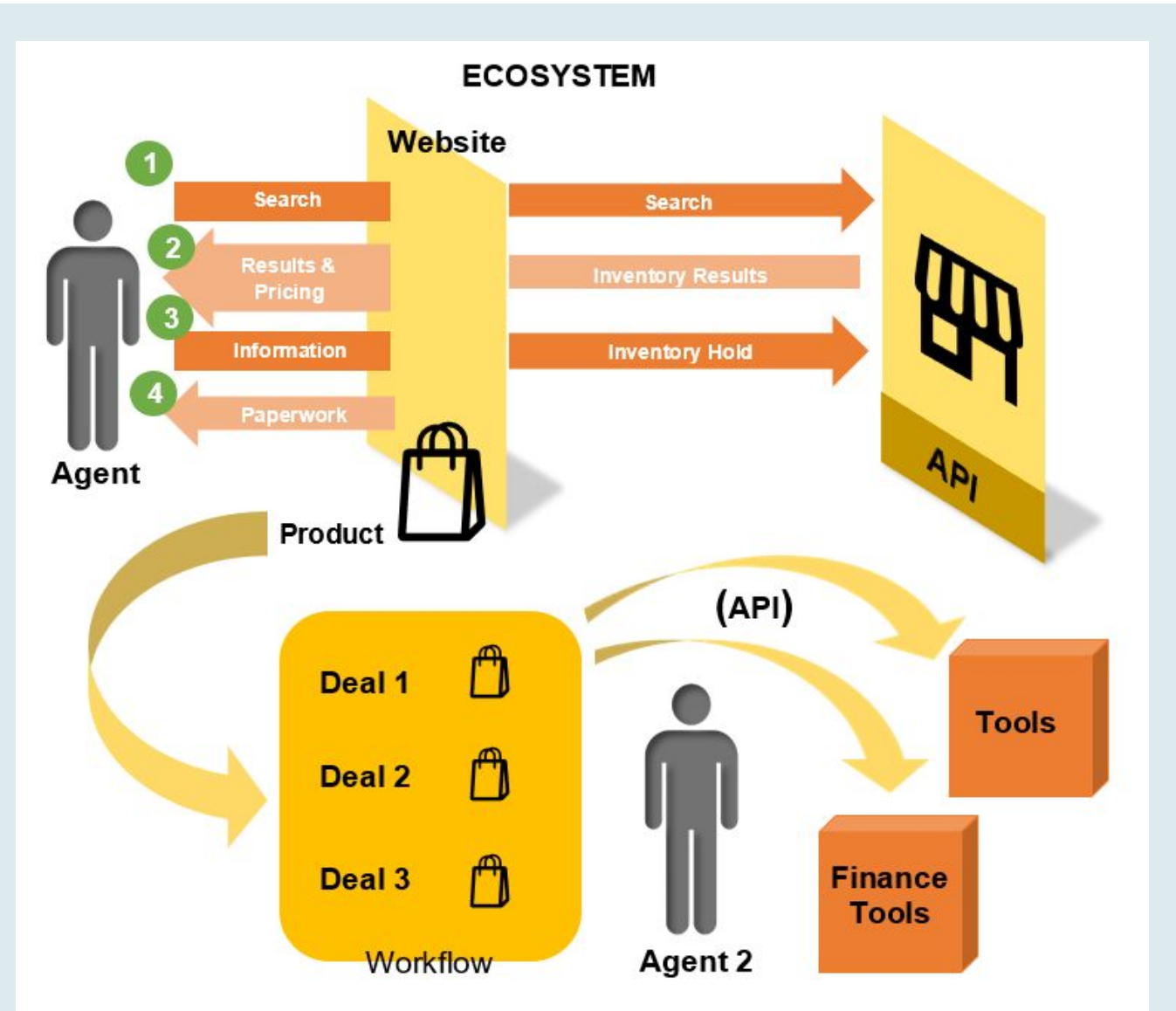
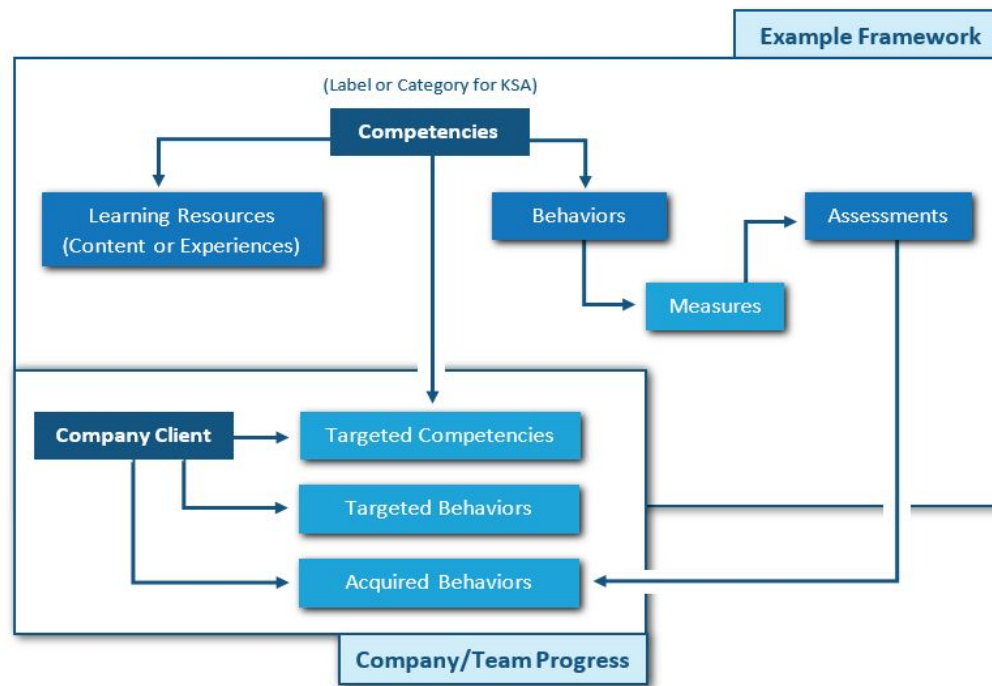
PROCESS

Utilized Roadmunk to create roadmap for Project Management class based off of loosely defined requirements.



DIAGRAMS

Shown here are a few diagrams I digitized from sketch concepts using MS Word.



THANK
YOU