

# Divya Ravi

UX Designer (Product & Interaction Design)

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UX Designer with experience designing large-scale digital platforms (MOSIP, DIGIT), specializing in complex workflows, AI systems, and user research. Published researcher at **ACM CHI (A)** focusing on trust and transparency in RAG-based systems.

## EXPERIENCE

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### UX Designer

March 2025 – Present

Infosys Technologies Limited

[STG \(Strategic Technology Group\)](#)

- Designed end-to-end workflows and high-fidelity interfaces for a **national-scale pension platform**, improving **task completion** rates and reducing user friction across complex journeys.
- Collaborated with cross-functional teams (**product, engineering**) to translate requirements into **scalable UX solutions**, ensuring consistency across multiple modules and user flows.
- Led **UX research** and **early design exploration** for a government IP platform, improving clarity and **structure of patent filing** workflows for diverse user groups.
- Improved usability for the **DIGIT 3.0 platform**, supporting government services across multiple states and large-scale user groups.
- Worked on MOSIP (Modular Open Source Identity Platform), largely Inji, designing user flows for identity enrolment and verification in large-scale systems(used by multiple countries).
- Conducted usability testing and user research to inform design decisions and improve user experience outcomes.

[Skills: User research, Lo-Fi and Hi-Fi prototyping, Wireframing, Design systems]

## HCI (AI) EXPERIENCE

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### Transparency for Retrieval Augmented Generation (RAG)-based Application [GenAI]

- Published at ACM CHI 2025 (CORE A), one of the most selective HCI venues globally, 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.

### Transparency conditions for AI Agents [GenAI]

- Conducted user research on user understanding, verifiability and interactions under different conditions of transparency.
- Paper submitted at OzCHI 2026. (under review)

[Skills: User testing, User study design , Wireframing, Lo-Fi and Hi-Fi Figma prototyping]

## CERTIFICATION

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[Google UX Design Specialization](#) · [AI for Everyone](#) · [Generative AI for Everyone](#)

## SKILLS

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<b>Design</b>	Figma (incl. Figma Make), Prototyping, Wireframing, Design Systems, Adobe Suite
<b>Research</b>	User Research, Usability Testing, Study Design, Thematic Analysis, Heuristic Evaluation
<b>Methods</b>	Information Architecture, Interaction Design, Accessibility, Product Definition
<b>Technical</b>	HTML, CSS, JavaScript, Object-Oriented Programming
<b>Domains</b>	Civic Tech, Digital Identity, AI / GenAI Systems, Government Platforms

## EDUCATION

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**Master of Interaction Design and Electronic Arts |** Feb 2023 - August 2024  
[The University of Sydney](#) | [Distinction \(7.9\)](#)

- 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 |** August 2017 - June 2022  
[R.V College of Architecture](#) | [Bangalore, India](#)

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

## SELECTED PROJECTS

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**Beach Safe – partnered with Surf Life Saving** [ Unit: Graduation Studio ]

- Designed a mobile app to improve beach safety using location-aware interactions, simplified emergency workflows, and clear risk communication
- Focused on helping users make faster and safer decisions in high-risk situations
- Selected as a standout project among 30+ submissions and showcased at the 2024 USYD ADP Graduate Exhibition

[Skills: User-centered design, Design Thinking, Figma, Prototyping, User Testing, Accessibility]

**Tin Sheds Gallery Quest** [ Unit: IDEA Studio 2 ]

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

[Skills: Storyboarding, Bodystorming, Backcasting, Engagement Design]

**Cartoon Encyclopedia** [ Unit : Web Application Development ]

- Built a full-stack, data-driven web application using MongoDB, Express.js, Node.js, and Vue.js
- Developed features for authentication, data management, and CRUD operations

[Skills: Front-end Development, MEXN Stack, Responsive Design, Git]

## PUBLICATION

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Divya Ravi and Renuka Sindhgatta. 2025. Exploring Trust and Transparency in Retrieval-Augmented Generation for Domain Experts. In Extended Abstracts of the CHI Conference (CHI EA '25), April 26–May 01, 2025, Yokohama, Japan. ACM, New York, NY, USA, 7 pages.  
DOI: <https://doi.org/10.1145/3706599.3719985>