

Kamala Khatiwada

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[Behance](#) | [GitHub](#) | [LinkedIn](#)

SUMMARY

UX/UI Designer with 6+ years of experience specializing in insurance tech products. Skilled in simplifying complex workflows into intuitive, user-friendly interfaces with a strong focus on usability, accessibility, and scalable design systems. Demonstrated success in enhancing user experience and achieving key business outcomes through thoughtful, user-centered design.

EXPERIENCE

UX/UI Designer

May 2022 - July 2025

Foneinsure Pvt. Ltd. (Former Darshantech)

Lalitpur, Nepal

- Handled end-to-end design for insurance web and mobile platforms, working closely with developers, product managers, and stakeholders.
- Established and maintained a component-based design library, reducing development time by 25%.
- Designed interactive component for products, policy-detail, premium-calculator, and branch lookup to improve user experience.
- Led redesign of claims workflow, reducing user drop-off by 30% and increasing policy renewals by 18%
- Led user testing sessions that identified key areas for improvement, improving user experience by 20%.
- Conducted user research, usability tests, and stakeholder interviews to refine insurance solutions.
- Created user personas, user-flows, wire-frames, and prototypes to communicate design ideas.

Web Developer

Jun 2019 - May 2022

Foneinsure Pvt. Ltd.

Lalitpur, Nepal

- Learned to do user research and develop personas, journey maps, user flows, wireframes, and prototypes, enhancing mobile and web interactions.
- Developed responsive insurance web-sites, login pages and dashboards using HTML, CSS and Bootstrap.
- Refined visual designs for mobile and web apps, boosting user satisfaction.
- Supported client for adding images and content in WordPress websites.
- Designed relevant images and brochures.

Web Designer - Intern

May 2019 - Jun 2019

Foneinsure Pvt. Ltd.

Lalitpur, Nepal

- Converted designed web pages into WordPress websites.
- Collaborated with Senior Designer on responsive design and visual appearance of websites.
- Developed insurance policy papers, memos, and tables using HTML and CSS.

Web Designer - Intern

Nov 2017 - Jan 2018

Pragmatic Technology Pvt. Ltd.

Lalitpur, Nepal

- Learned UI/UX design guidelines, UX Laws and design principles including color theory, typography, and fonts.
- Learned HTML, CSS, JavaScript, Bootstrap 3 and WordPress to create responsive static web pages.
- Learned to customize WordPress theme to create different web pages.

SKILLS

UX Skills: User Research, Personas, Journey Mapping, Information Architecture, Flowchart, Wire-framing, Prototyping, Testing

UI Design: Colors, Typography, Layout, Visual Hierarchy, Design Systems, Responsive Design, Accessibility Standard

Web: HTML, CSS, JavaScript, Tailwind CSS, Bootstrap, WordPress, Elementor

Tools: Figma, FigJom, Trello, Notion, Git

Soft Skills: Collaboration, Communication

EDUCATION

Tribhuvan University | Sushma Godawari College

Bachelor of Science in Computer Science and Information Technology (BSc. CSIT)

Itahari, Nepal

Aug-2014 - Aug-2018