

PAVANIPRIYA SAJJA

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PROFESSIONAL SUMMARY

UX Researcher and Product Designer with 5 years of experience leading end-to-end product design from 0 to 1 strategy to execution. Specialized in simplifying complex cloud-native workflows, developer platforms, and operational tools through research-driven UX design. Experienced in qualitative and quantitative research, workflow analysis, persona creation, usability testing, design systems, and cross-functional collaboration. Currently focused on Kubernetes multi-cluster developer experience and cloud-native systems.

WORK EXPERIENCE

UX Researcher and Designer — Kubernetes Multi-Cluster

January 2025 – Present

- Conducted qualitative and quantitative research to identify 170 engineer-facing challenges in multi-cluster operations.
- Performed thematic analysis and open coding to identify key themes, operational pain points, and workflow gaps.
- Identified primary multi-cluster use cases, four major operational challenges, five key recommendations, and actionable developer experience improvements.
- Created a research-backed hybrid engineer persona based on raw research findings to support onboarding and adoption strategies.
- Designed an end-to-end workflow journey map highlighting user goals, actions, frustrations, and operational challenges across multi-cluster environments.
- Replaced assumption-based product decisions with evidence-driven research insights.
- Presented research findings at KubeCon + CloudNativeCon North America 2025 and KubeCon + CloudNativeCon Europe 2026.

UX Researcher and Designer — Super Purposes

August 2021 – August 2024

- Led the design and development of an end-to-end digital ecosystem including the website, marketing campaigns, and internal course application.
- Improved design system by establishing accessibility guidelines, typography, iconography, color palettes, and reusable UI components.
- Conducted qualitative research with 10 job seekers and quantitative research with 400 course participants to understand user needs.
- Created research-backed career seeker personas to guide product strategy and course design decisions.
- Performed competitor and market research across 10 online learning companies and 5 pricing models.
- Designed high-fidelity mockups and interactive prototypes for onboarding, course enrollment, and payment workflows.
- Led a cross-functional team of 7 UX designers and developers to design, build, and launch the platform.

UX Designer — Rural Net

February 2022 – July 2022

- Designed an internet speed testing platform focused on identifying underserved rural broadband areas.
- Conducted qualitative and quantitative research with 120 rural participants to understand internet accessibility challenges in Vermont.
- Created three user personas representing technicians, students, professionals, and small business owners.
- Designed the end-to-end internet speed testing application and supporting design system.
- Conducted competitor analysis across four internet speed testing platforms to identify feature gaps and usability opportunities.

UX Researcher and Designer — OrcaSound

August 2021 – January 2022

- Conducted two rounds of usability testing to improve reporting workflows and simplify user interactions.
- Improved navigation clarity, workflow organization, and discoverability of important actions.
- Applied research-driven design iterations that improved task completion rates by 15%.
- Collaborated with stakeholders to align usability improvements with user needs and platform goals.

OTHER PROJECTS

Portfolio Website — AI-Assisted Design and Development

- Created a personal portfolio website using AI-assisted design and development workflows.
- Used Figma AI tools to design complete portfolio mockups including Home, Projects, and About pages.
- Used Claude AI to transform design mockups into production-ready code and GitHub Pages for publishing.
- Used ChatGPT to refine and simplify portfolio content.

SKILLS

UX Research:

Qualitative and Quantitative Research, Thematic Analysis, Open Coding, Survey Design, Data Analysis, Workflow and Journey Mapping, Persona Creation, Usability Testing, User Interviews, Insight Synthesis

UX and Product Design:

High-Fidelity Mockups, Interactive Prototyping, End-to-End User Flows, Design Systems, Accessibility and Usability, Research-Driven Design, AI-Assisted Design Workflows, 0 to 1 Product Development

Cloud-Native and Developer Experience:

Kubernetes, Cloud-Native Systems, CNCF Ecosystem, Developer Experience (DevEx) and Platform UX

Leadership:

Cross-Functional Collaboration, Team Leadership and Mentorship, Stakeholder Communication, Product Roadmap Planning, Agile Collaboration, Feature Prioritization, Technical Interviewing

Tools:

Figma, Miro, GitHub, Visual Studio Code, Google Workspace, ChatGPT, Claude AI

ARTICLES AND CONTENT CREATION

Technical Articles — Dev.to

- Publish articles focused on developer experience, UX research, cloud-native systems, and usability improvements for engineering platforms.
- Share research-driven approaches to improving developer workflows and operational experiences.

Educational YouTube Channel

- Create educational UX design videos for aspiring UX designers.
- Manage end-to-end content production including scripting, recording, editing, and publishing.

OPEN SOURCE AND COMMUNITY CONTRIBUTIONS

Cloud Native Computing Foundation (CNCF)

- Contributed UX research and design efforts to KServe and Kubernetes projects.
- Focused on solving usability and operational challenges in cloud-native systems.
- Interested in improving developer-focused platforms, tools, and workflows through UX research and design.

DemocracyLab

- Contributed UX research and design skills to public-interest and social-impact projects.
- Collaborated with scientists, developers, researchers, and designers across cross-functional open-source teams.
- Contributed to projects including Code for America, OrcaSound, and Acht Code.

ACHIEVEMENTS

Speaker — KubeCon + CloudNativeCon 2025

Presented user research findings focused on Kubernetes multi-cluster developer experience and operational challenges.

Conference Talk Video: https://youtu.be/u_WfTU3pL1o