UI/UX Design

Portfolio

Hello!



I'm Albert, a UI/UX designer who loves creating beautiful and meaningful products through design.

As an information engineering graduate, I am well-versed in code and software development. For me, design is not just about aesthetics, but also the value it brings, the research and data behind it, and its practicality for development.

Curriculum Vitae

Education

Information Engineering (2017-2021)
Universitas Gadjah Mada

Skills

User Research Multi-platform Ul

Icon design Wireframing

Usability Testing Copywriting

Experiences

Jan 2022 - UI/UX Designer present imuni

Sep - Dec UI Designer Intern 2021 BuildWith Angga

Jan - Apr UI/UX Designer Freelance 2021 Pazel Group

Jul - Oct UI/UX Designer Intern

2020 Jakpat

Mar - Apr Front-End Dev Intern 2020 synapsis.id

Contacts

/albertuspradana

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imuni Mobile App

Digitalizing vaccination processes to increase productivity and enhance user experience.

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Foodie

A catering service web to help working moms in providing healthy meals for their families.

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Pazel Cloud

POS system to support Pazel Group internal work and administrative processes



imuni Mobile App

2022 - Mobile app

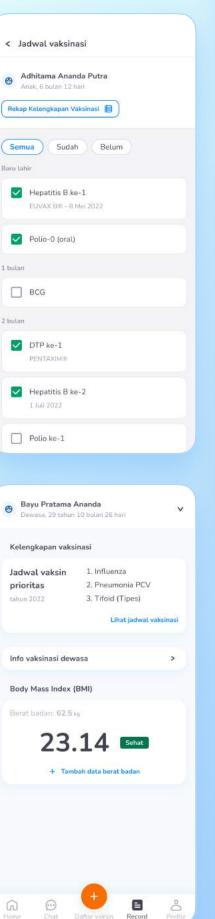
Role: UI/UX Designer

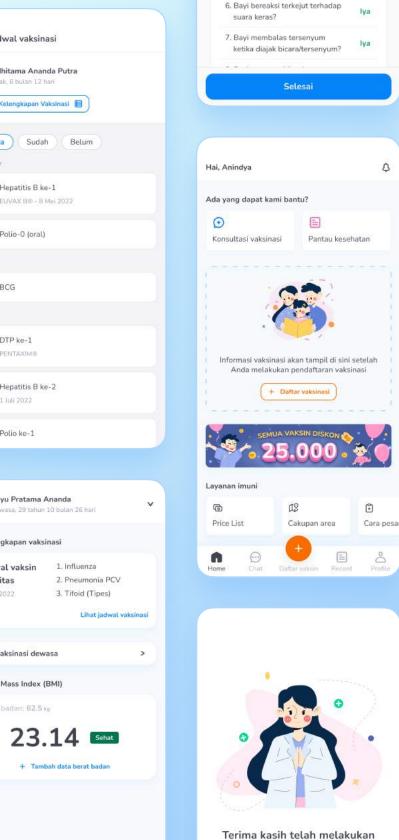
Stakeholders: product manager & company C-level

TLDR:

imuni, Indonesia's leading vaccination provider, used Google Workspace tools to ran their services. Though it met initial user needs & validated their business model, it led to some user experience challenges & inefficiencies.

To enhance user satisfaction, imuni is transitioning its manual vaccination process to a digital, integrated system. The project focuses on streamlining and automating processes to provide a seamless user experience.





pendaftaran vaksinasi di imuni! Dokter Konsultan Vaksinasi imuni akan segera melakukan konfirmasi melalui chat pada jam operasional administrasi: ✓ Senin s/d Jumat: 09.00-17.00 WIB ✓ Sabtu: 09.00-12.00 WIB

Bayı suka tertawa keras





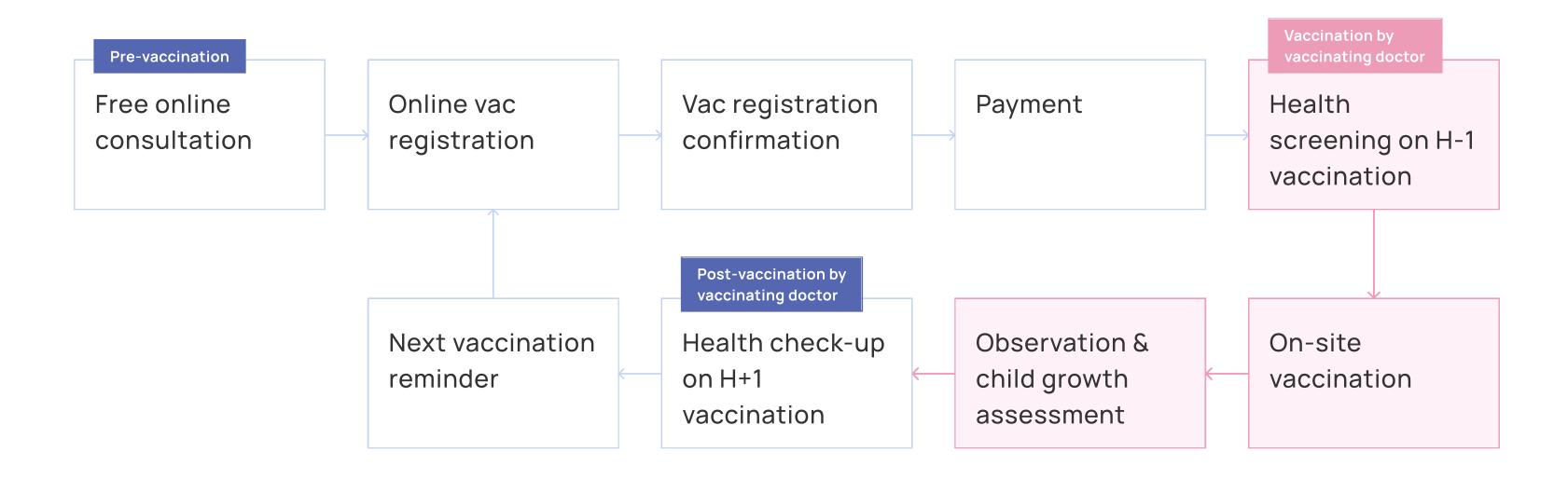
imuni is Indonesia's leading provider of home-service vaccination services.

Our services are designed to offer more convenient vaccination experience at a more affordable price, with each step supervised by specialized doctors.

With an unwavering commitment to care, safety, & professionalism, our patients can trust they're always in the hands of experts.



How our current vaccination journey look like?



The problems

Through 2021, imuni operated its vaccination service as an MVP, utilizing Google Workspace such as:



For vaccination registrations



To manage incoming orders



For coordinating vac doctors' schedules



As communication tools between us & our users

→ While these tools met our initial needs, they lacked efficiency for our growing services.

∴ This MVP approach affected our users negatively, resulting in:

1. Inefficient processes

Complicated user journeys:

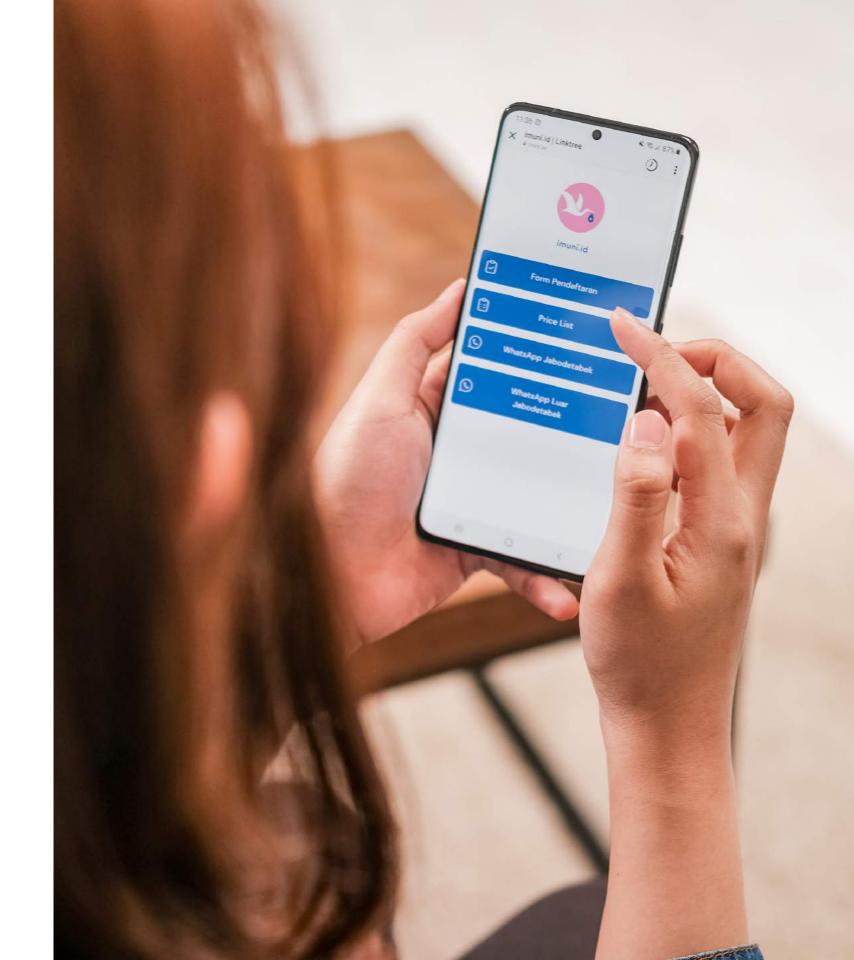
- Registration
- Scheduling
- Payment.

2. Communication gaps

Ineffective interactions between patients & imuni's team.

3. Improper data management

Lack of integrated records regarding patient's vaccination & child development.





Our team also encountered some challenges, such as:

1. Data management issues

Lack of advanced features led to inefficient data management & analysis.

2. Scheduling issues

Google Calendar wasn't efficient for appointing doctor schedules, resulting in delays.

With imuni's business model validated & our user needs identified, we're transitioning to a digital system tailored for our expanding demands.

My key objectives on this project:

- 1. Address current workflow constraints
- 2. Improve imuni's operational efficiency

In this project, I'm digitalizing our business across web & mobile platforms. However, I'll focus on details about users vaccination registration for mobile app.

Design process

Research & requirement gathering

To efficiently learn about the current scenario, I used these methods:



Business analysis

Developing service blueprint to visualizing user touch points & their journey, highlighting potential areas of improvement.



Internal research

Engaging with management & medical team to align objectives, ensuring a holistic understanding from healthcare professionals.



External research

Validating our assumptions, gathering user feedback & assessing competitors approach to plan our development priorities.

What are characteristics of our users?



Most of our patients are children under five, with many being infants.



But, it's **their mothers** who engage with us, diligently tracking vaccination schedules to ensure their kids' well-being.



Age

Majority of our users are popmoms/ young mothers, aged 25-35 with 1-2 infants.

Traits

Typically well-educated, affluent professionals valuing convenience & tech-savvy.

Expectations

A user-friendly & trustworthy app that's reliable and provides accurate information.

What do our users feel?

Payment options

Need for diverse & flexible payment options, especially for high-cost vaccinations.

- "I wish there were more flexible payment plans, like I can split the payment with my credit card."
- "Why can't I use digital wallets? It would be so much easier!"

Re-registration concerns

They need a smoother, efficient vaccination registration for easy data access.

- "It's tedious to fill out the forms every single time. Don't you have a system to track our vaccination history?"
- "I've used imuni 6 times, why isn't there an option to use my vaccination record?"

Tricky scheduling

Struggling with scheduling, they seek clearer appointment details.

- "My preferred time often changes to match the doctor's availability. It would be better if I only get truly available slots."
- "Why wasn't I informed earlier that my area isn't covered by imuni services?"

Communicating difficulties

Preferring simplicity, they want a single channel to contact all imuni representatives.

- "I get calls from multiple numbers. This is confusing, isn't there a unified number for every department at imuni?"
- "Each doctor has their own contact, it's tough to keep track every contacts."

What about our indirect competitors?

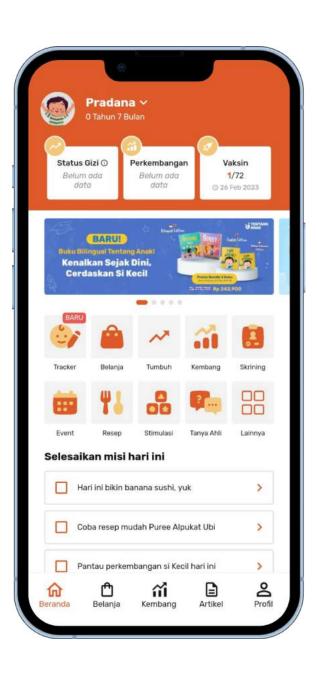
Tentang Anak prioritizes pregnancy, child growth, doctor Q&A, and health articles as a parenting guide.

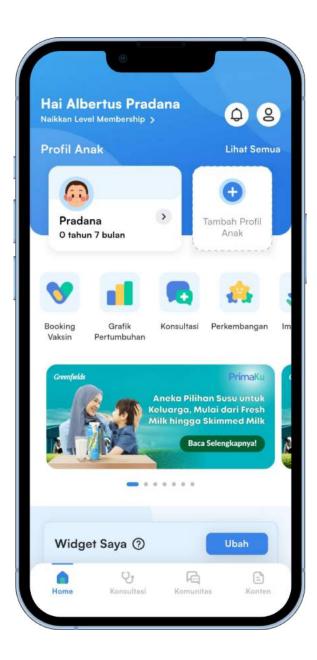
Core services:

Vac information Articles

Child-growth monitoring

Doctor Q&A sessions





PrimaKu, designed for parents with infants, serves as a digital child book with vaccination registration.

Core services:

Vac information Vac registration

Self-health screening Forums

Doctor consultation Articles

Child-growth monitoring

New customer journey in our app

There haven't been significant changes to our well-established customer journey. However, as we transitioned from manual to automated systems, we've made some minor adjustments:



Streamlined vac registration



Improved communication



More flexible payments



Vac records for patients

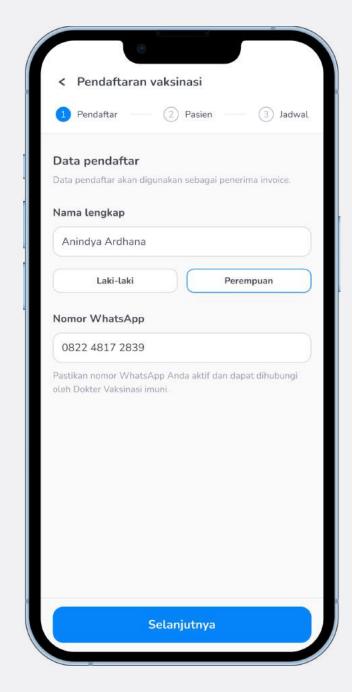


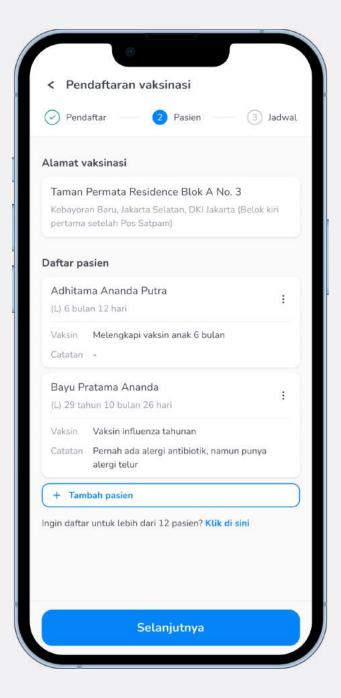
Streamlined next vac reminders

Problem 1: Vaccination registration & scheduling

Vac registration on Google Forms is slow & prone to errors, resulting in inaccurate data & negative user experience.

Solution: The app streamlines vaccination registration by storing users' past data in simplified forms and automating form-filling for added convenience.





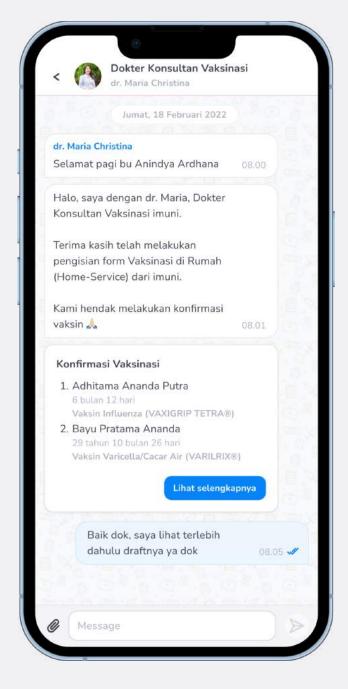


Problem 2: Improved communication with doctors & finance team

At imuni, users engage with 3 reps (each with their own contact), causing overwhelm for users.

Solution: By centralizing communication, the in-app chat ensures a streamlined chat experience with imuni reps during vaccination process.

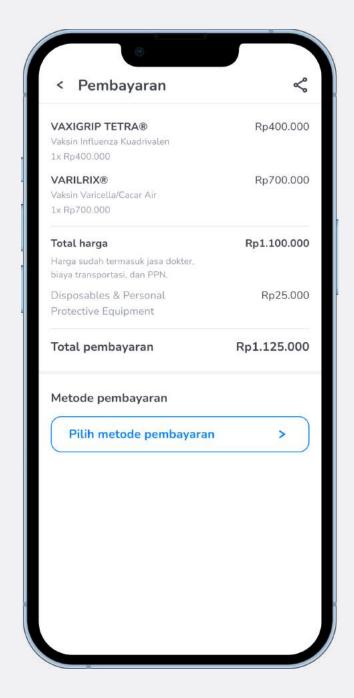




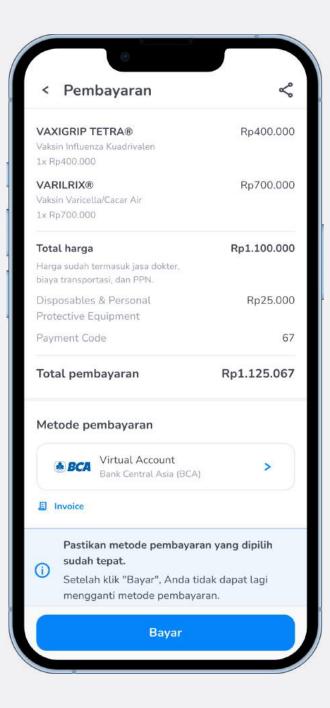
Problem 3: More flexible payments

Due to payments being handled manually, users must initiate a bank transfer to proceed with their vaccination progress.

Solution: The app enables collaboration with a payment gateway provider, offering diverse payment options like virtual accounts/VA, credit cards/CC, and paylater.



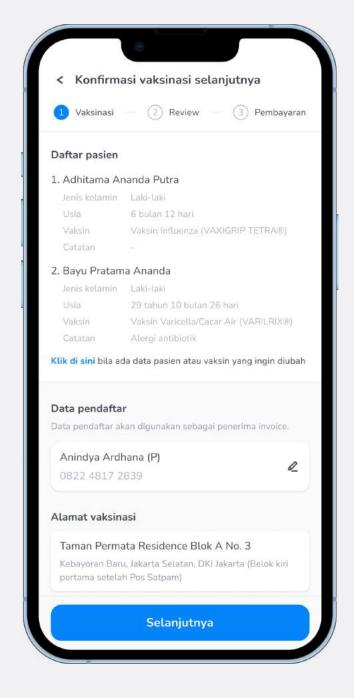


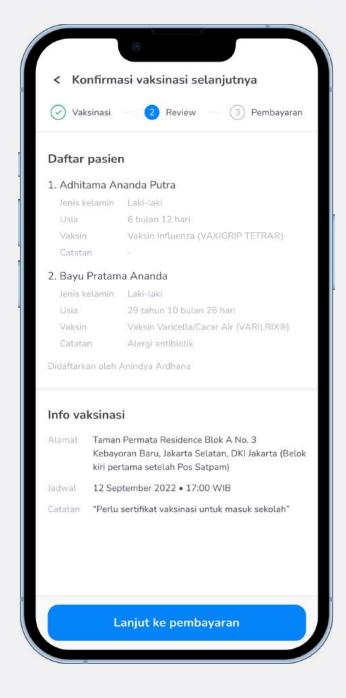


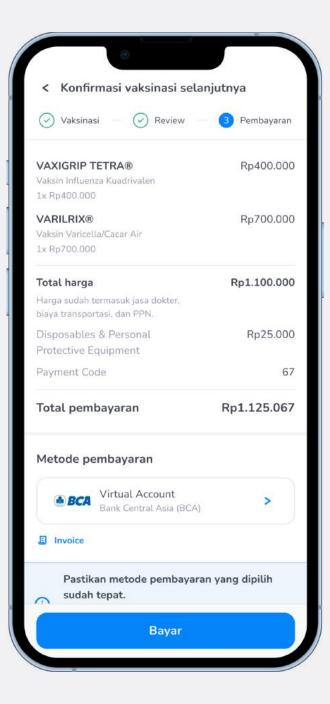
Problem 4: Streamlined next vaccination reminders for easier registration

Previously, we reminded users a week before their next vaccination, requiring manual re-registration for each patient, which was labor-intensive.

Solution: The dedicated app feature, next vaccination reminders, enables users to input details, review, and directly proceed with payments.



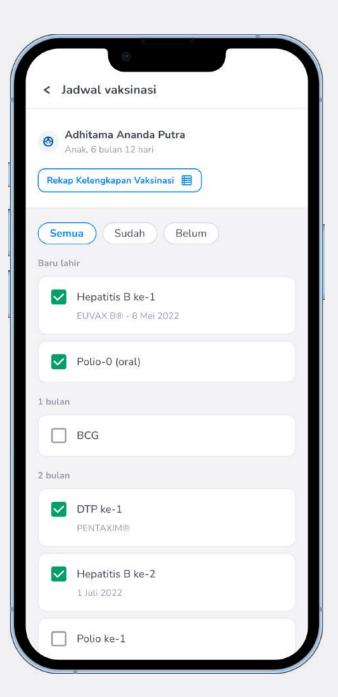




Problem 5: Better vaccination records for patients

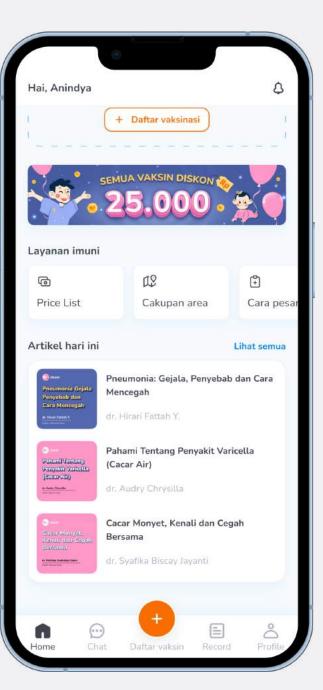
Previously, we used physical vaccination booklets and Google Sheets for patient records, but these methods were impractical & vulnerable to damage, moisture, loss, and more.

Solution: Through the app, users can access their vaccination history worry-free, as it's securely stored digitally on our server.









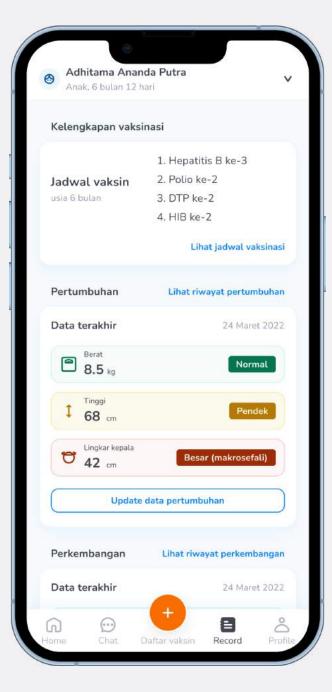
Others highlights

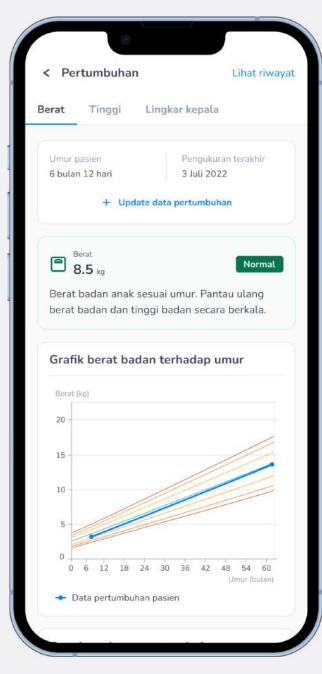
Homepage

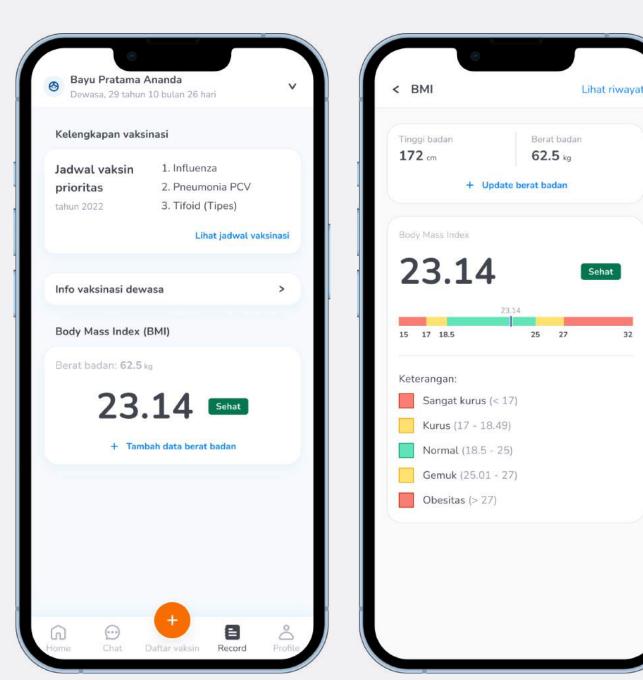
imuni's homepage highlights vaccination, doctor consultations, & educational articles on vaccinations, while also providing supporting information on imuni's services.

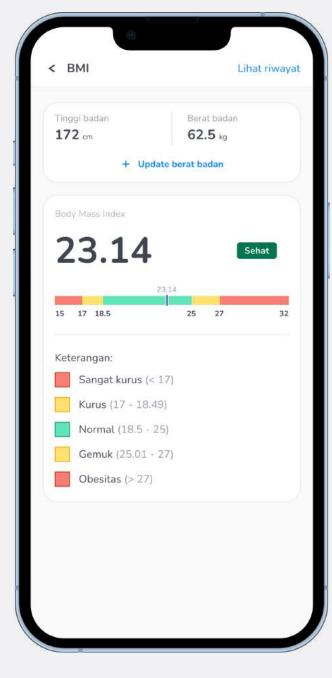
Growth & development monitoring for children

This section offers features for monitoring child vaccinations, growth, & development, with some additional parenting tips.









Health monitoring for adults

This section offers adult health check features, including tracking of vaccination completeness & BMI self monitoring.

The result

Optimized company workflow, by handling up to 80% of real-time orders for increased work efficiency.

Other impacts

The impacts of our initiative to create an integrated digital system, consisting of a mobile app for users and a back-office web for our team, are as follows:



1. Better onboarding

Faster and user-friendly new user registration, leading to rapid growth of our users & orders.



2. Efficient order processing

Centralized vaccination records, reducing errors & data loss.



3. Scalability

Designed for our growing user base & order volume, this system able to provides support for our expanding operations efficiently.



4. Data-informed decision making

Provides valuable insights for improvements in our service & user engagement strategies.

Things I've learned from this project

1. Interdisciplinary collaboration

I learned effective interdisciplinary communication, especially about the value of diverse expertise collaboration.

2. Alignment with developers

I gained insights into collaborating with the tech team, emphasizing the significance of aligning goals and perspectives to ensure project quality.

3. Efficient customer journey

I learned how to design streamlined & flexible user flows, optimizing our customer journey for diverse scenarios.



Foodie

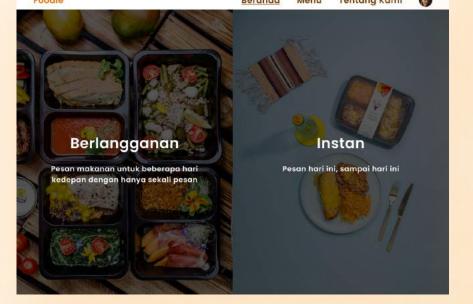
2021 - Website

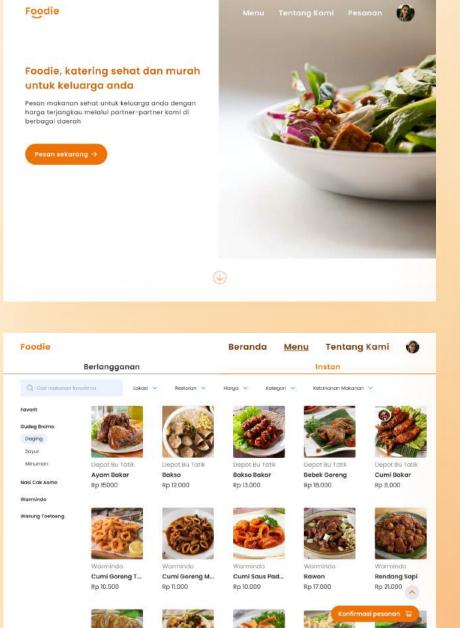
Role: UI/UX Designer

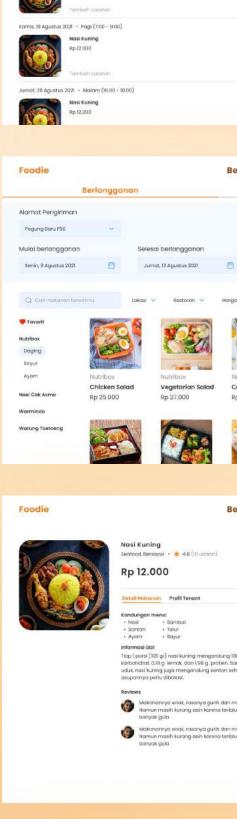
This is a project for <u>SYNRGY Academy</u> bootcamp.

TLDR:

During Covid-19 period, working moms are experiencing challenges in providing healthy meals. Preparing healthy and varied meals is not easy, just like finishing their office work. In short, they are overwhelmed. They need a help to prepare healthy meals in a flexible, cost-effective, and convenient manner for their families.







Konfirmasi Pesanan Instan

Project overview

This is a project for SYNRGY Academy, a bootcamp organized by Binar Academy and scholarship program from BCA. We were challenged to create a website within 2 weeks.

The grand theme was about:

Help parents to be better in workload management doing both school and work from home

What happened?

We believe that during this lockdown period, working moms are experiencing challenges in providing healthy meals for their families.

Why?

They have to put in extra effort to plan the meals they will serve, prepare them for their family, all while also completing their own office work.

→ In short, they are overloaded



Design Process

Solving the right problem:

- 1 Emphatize
 - User interview
 - Desk research
- 2 Define
 - Problem statement

Solving the right problem:

- 3 Ideate
 - User flow
 - Wireframe
- 4 Create
 - User interface design
 - Prototyping
- 5 Test
 - Usability testing
 - Design iteration

User Interview

- Interviews were conducted via WhatsApp phone calls.
- Each interview runs for ± 1 hour, with total 5 participants.

Participant criteria:

- WFH mom who has elementary to junior high school children.
- They have used catering service.
- Their children are doing school from home.

Key points on our questions:

- 1. Behaviour
- 2. Pain
- 3. Gain
- 4. Motivations
- 5. Hope
- 6. Needs
- 7. Suggestion

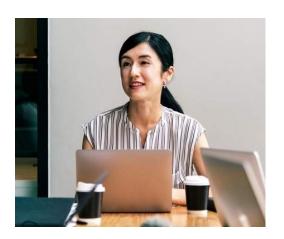
Competitive Analysis

Competitors Analysis	Yellow fit	Kulina	Homade
Key products	 Catering (1 batch/week) Free consultation with nutritionist Designed with diet program menu Refund (if diet program didn't work) 	 Options subscribe order Provide large-quantities order and pre-order system Provide catering for corporation 	 Flexible order system Provide realistic preview for each menu Provide most popular menu in landing page
How to order	• Website	Mobile app	• Website
Strengths	 Emphasize on their healthy menu Detailed information about their menu 	 Clear order flow Appealing testimonials and their services' benefits on landing page 	 Menus are appealing, on-point with the photos Provide many options for order
Weaknesses	Unclear CTALanding page is too focused on ads	Can't place order on their website	Can't make a subscription order

The root problem based on our findings:

Most WFH moms do not have much time to cook for her family.

User Persona



Demographics

Age: 43

Work : Karyawan Status : Menikah Location : Jakarta Character : Sibuk

Personality



Dewi

Goals

 Membuat user dari yang awalnya memilih membuat masakan sendiri dikesehariannya menjadi tertarik mengikuti program catering terjadwal

Frustations

- Anak yang memiliki keinginan berubah-ubah
- Membutuhkan makanan yang kualitasnya setara dengan masakannya
- Membutuhkan makanan yang harganya terjangkau

Bio

Dewi adalah seorang wanita karir memiliki anak yang sedang menempuh pendidikan pada tingkat SD-SMP. Namun karena pandemi, ia harus WFH dan anak dari ibu ini harus menjalankan sekolah secara daring. Meski tetap bekerja ia harus tetap menyiapkan makanan untuk anak dan keluarganya.

Motivation

Improvement

Fear

Achievement

Social

Brand & Influencers



Preferred Channels

Online & Social media

Referral

"How might we help WFH moms to be able to provide healthy food in the most convenient manner for their families?"

Brainstorming & Clustering

Cluster 1 - Promo

Notifikasi
promo
(makin lama makin murah)

Promo subscribe (makin lama makin murah)

Ajak teman dapat dapat discount

Notifikasi promo (bukan di message)

Cluster 3 - User Trust



Cluster 2 - Menu



Cluster 4 - Accessibility



Brainstorming & Clustering (cont.)

Cluster 5 - Warranty

gaenak kembalikan

telat refund

Opsi refund (yg ketat) Cluster 6 - Delivery

Antar gratis bisa diantar keluar kota Cluster 7 - Customer Care

Kontak approach sosmed client pihak catering

Cluster 8 - Payment

kembalikan

gaenak

Opsi

refund

(yg ketat)

Bayar belakangan

telat refund payment COD/ewallet

Cluster 9 - Feature

daily reminder?

Fun fact makanan sehat

Flow yg sederhana (mirip existing app order makanan)

variasi makanan tradisional indonesia

Cluster 10 - Menu's Information

alternatif harga & bahan (mahal-murah)

Informasi proses pembuatan informasi bahan makanan?

Informasi gizi sederhana nutritionist)

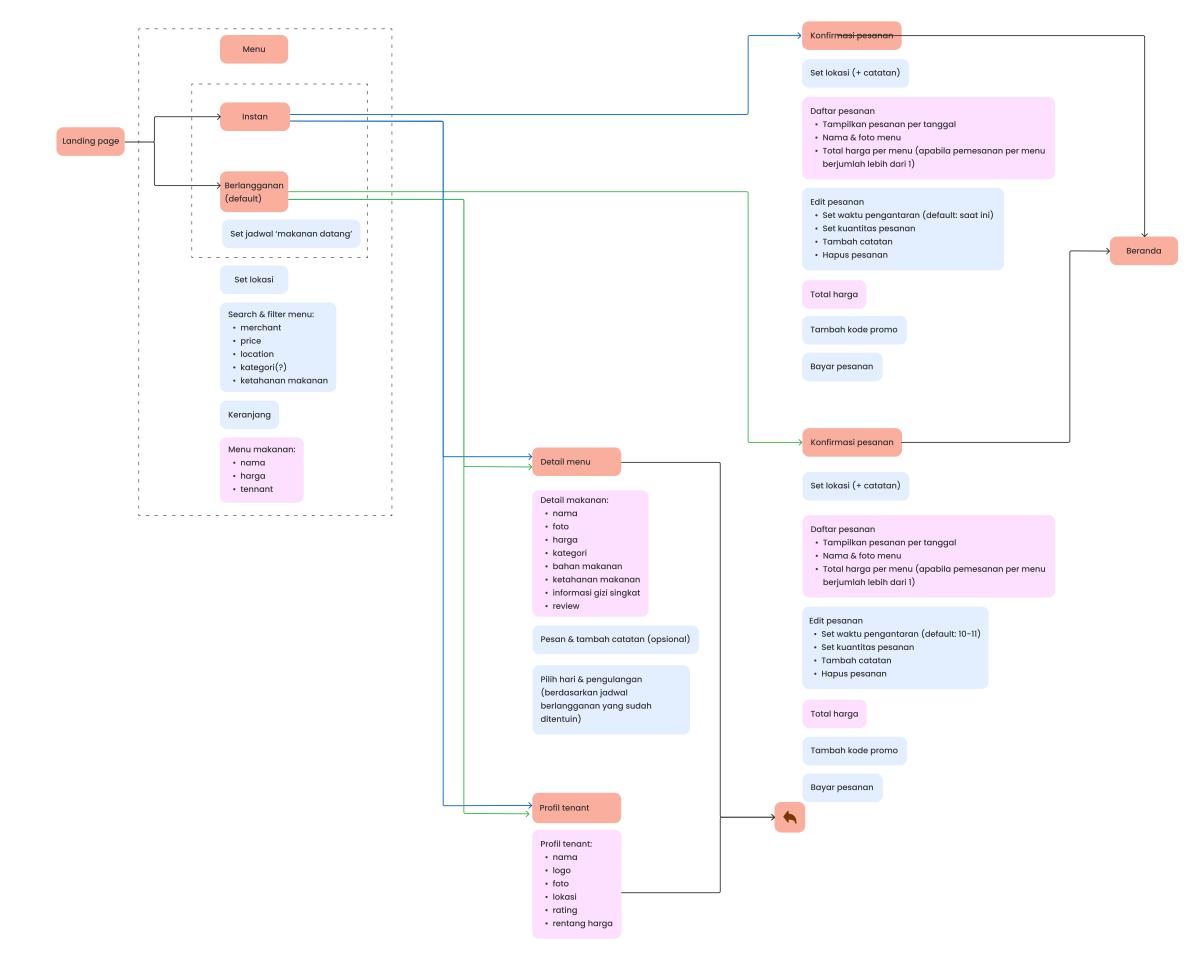
Informasi ketahanan makanan expnya)



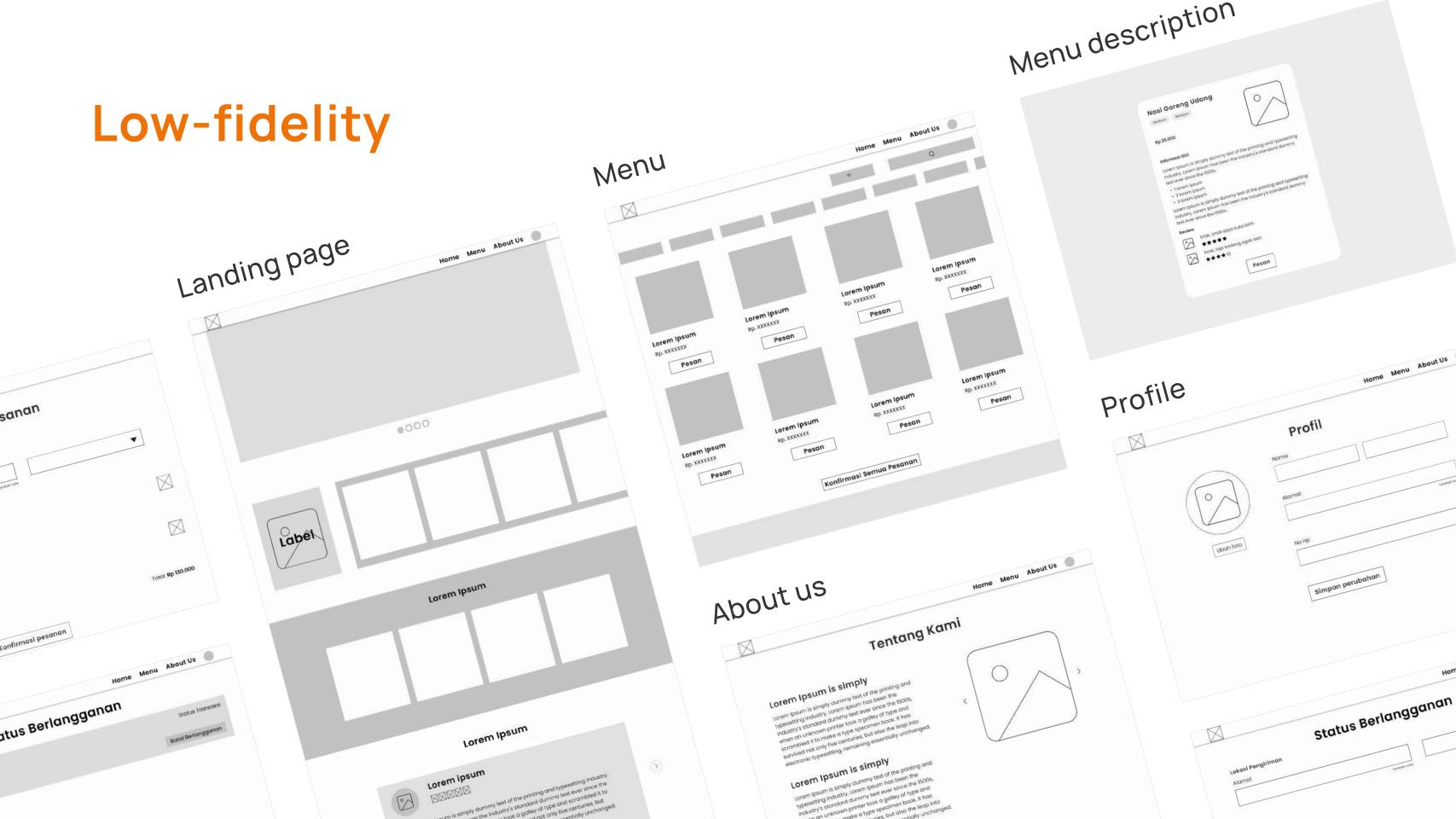
makanan yang ada deskripsi kalori

Action Priority Matrix





User Flow



User Interview

- Each test were conducted as remote moderated usability test
- Each testing runs for ± 45 minutes, with total 4 participants
- Participants criteria is still the same with interview participants criteria

1. Effective landing page

The top-selling items and testimonials on the landing page are convincing.

2. Detailed food descriptions

The food descriptions provide thorough information.

3. Optimized for food ordering

Speeds up the ordering process, especially with the recommendations & well-organized menu.

4. Attractive idea

The concept seems appealing & beneficial for WFH moms.

∇ Negative feedback

1. Highlight & clarify key feature

The key feature (subscription) needs better visibility & clearer explanations about how it works.

2. Expand catering reach

We should open for catering expansion opportunities, such as open partnerships.

3. Improve tenant profiles

Detailed tenant profiles are crucial for building consumer trust.

4. Increase flexibility of catering schedule

The catering schedule selection process should be more flexible & user-friendly.

Key Points Landing Page

This landing page is the first page that users will see (especially for those who are new).

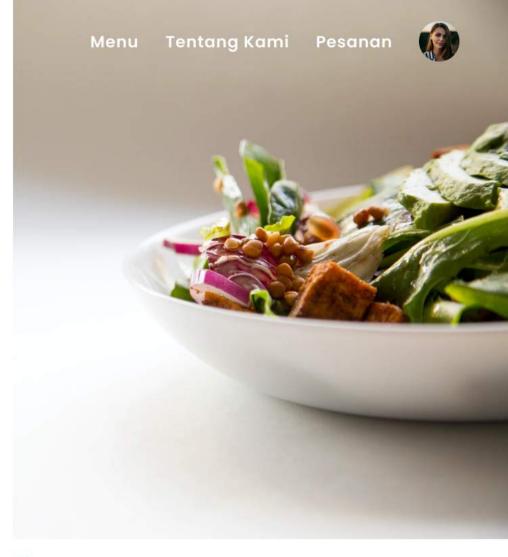
The purpose of this page is to effectively showcase the selling point through an attractive design.

Foodie

Foodie, katering sehat dan murah untuk keluarga anda

Pesan makanan sehat untuk keluarga anda dengan harga terjangkau melalui partner-partner kami di berbagai daerah

Pesan sekarang →





Menu terlaris kami



Nutribox

Caesar Salad

Rp 22.000





Nutribox **Bento Fried Chick...**Rp 10.500





Nutribox

Protein Box

Rp 16.000





Nutribox **Katsu Rice** Rp 17.000



Tahukah kamu?



Manfaat Kacang Hijau

- 1. Menurunkan risiko penyakit jantung
- 2. Menurunkan kolesterol
- 3. Menurunkan tekanan darah
- 4. Memperkuat sistem kekebalan tubuh
- 5. Berpengaruh dalam mengobati penyakit hati 6. Berpetensi mencegah kanker
- 6. Berpotensi mencegah kanker

Sumber: hellosehat.com



Khasiat Bayan

- Meredakan peradang
 Meningkatkan sistem
- Meningkatkan sister
 Mencegah anemia
- 4. Menjaga kesehatan m
- 5. Menurunkan risiko per
- 6. Mencegah kanker

Sumber: alodokter.com

Apa kata pelanggan kami mengenai Foodie?



Sangat membantu saya saat pandemi!

Saya harus WFH dan tidak sempat menyiapkan makanan untuk keluarga. Dengan pelayanan ramah dan kualitas makanan terjamin, Foodie telah membantu saya. Terima kasih Foodie!



Maya Christanty, 48 th



Makanan enak tapi tetap sehat!

Anak-anak saya sangat suka setiap saya memesan makanan di Foodie. Katanya enak, padahal dia biasanya tidak suka sayur. Terima kasih telah membantu saya!



Lina Alfiani, 57 th



Memudahkan kami makan sehari-hari!

Foodie menyediakan pembelian makanan secara praktis! Saya bisa memesan instan maupun berlangganan sesuai kebutuhan kami! Ga nyesel kalo beli disini.



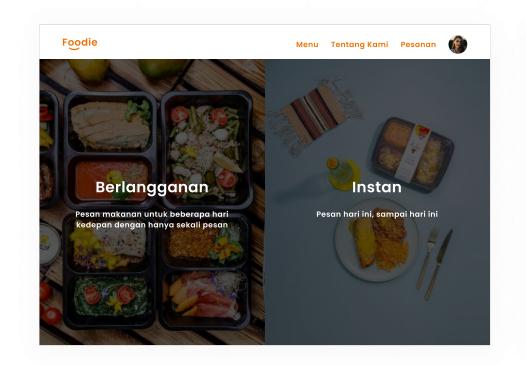
Mirza Putri, 53 th

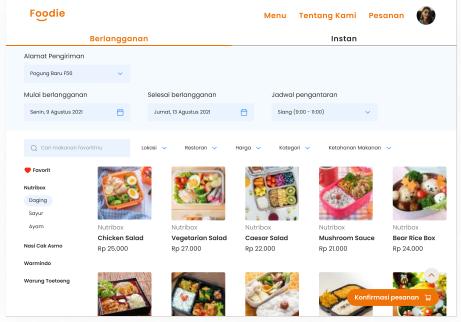
Pesan sekarang →

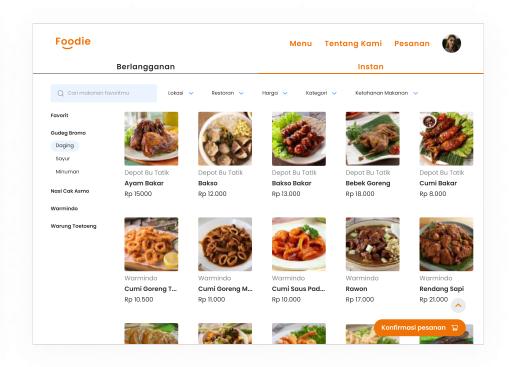


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Key Points - Menu







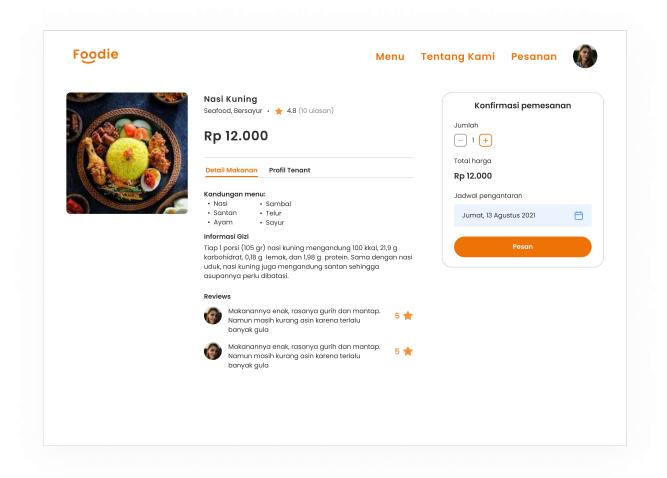
The main value of our catering web is the ability to order by subscription. Our goal is to make the subscription ordering process as simple and clear as possible.

There are 2 main reasons why users use our products:

- to start a subscription with our catering service
- to place an instant order

That's why our menu is divided into 2 main sections: instant and subscription order menu.

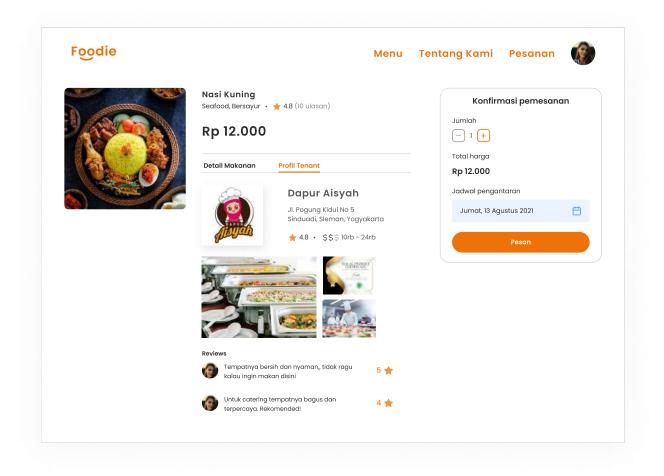
Key Points - Menu Description

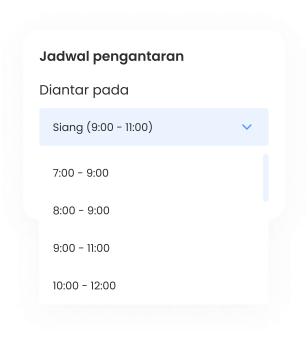


Our target users are career women who work from home and have children.

To improve our users' understanding of the menus and enable them to make informed choices, we created a menu detail page that is linked to the merchant profile. With this approach, our users will have an easier time accessing more information.

Key Points - Tenant Profile

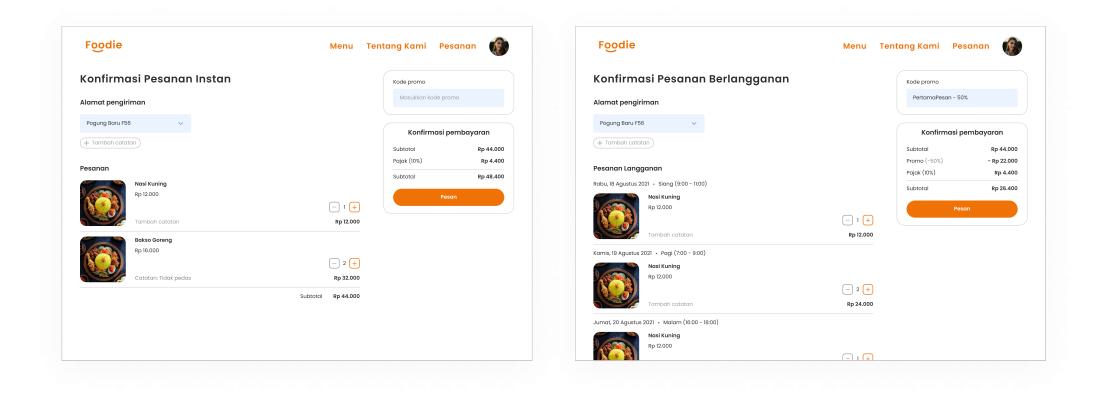




This page provides information about restaurants that serve the foods our users are interested in.

With this information, our users will feel more at ease when ordering from our website.

Key Points - Order Confirmation

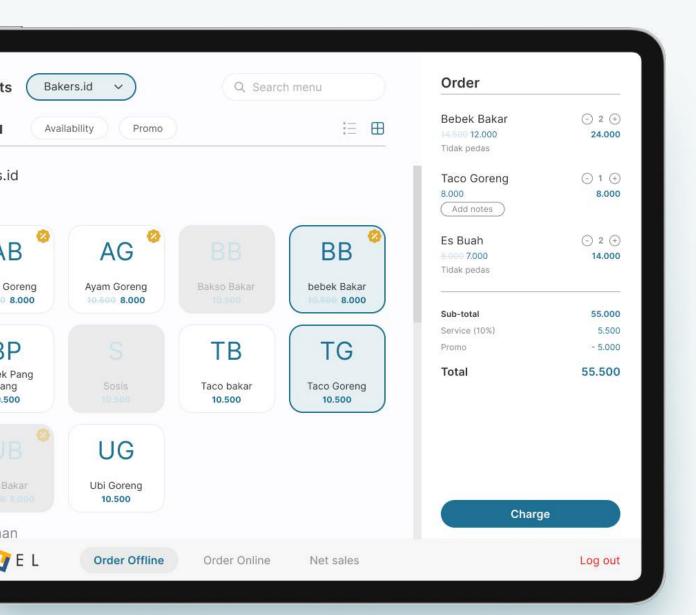


The aim of this page is to present the information in a clear & easy-to-understand format, particularly for users who are ordering menus with the subscription feature.

Takeaways

What did we learn?

- Using an iterative design process enables us to come up with better ideas and release best possible product that meet our users' need.
- Developer reviews and feedback are crucial in testing and refining our solutions, in order to improve the quality of our product.
- Challenging your ideas, solutions, and designs on a regular basis can help you uncover a multitude of previously unknown problems.





Pazel Cloud

2021 - Multi-platform (web, tablet & phone)

Role: UI/UX Designer Freelance

Stakeholders: team lead & company C-level

TLDR:

This POS system acts as the central hub for Pazel Group's order management. It facilitates menu updates, inventory control, & sales tracking while ensuring seamless order processing & efficient inventory management. This comprehensive POS system plays a pivotal role in optimizing day-to-day operations & enhancing customer service. Additionally, it empowers the team with data-driven insights for informed decision-making.

Definition of Point of Sale (POS) system:

A system that accommodates the processing & recording of transactions between a company and their consumers, at the time in which goods and/or services are purchased

My Design Process



1. Research & define

I start by obtaining a clear project brief from Pazel Group and gather relevant data to identify challenges.



2. Ideate & design

Using the insights gathered, I brainstorm solutions and design proposals aligned with the project's goals.



3. Review & validation

Pazel Group reviews my proposals to ensure they meet expectations, and we assess the feasibility of development.

User Research

In-depth interview

- 2 respondents are cashiers
- 2 respondents are tenant managers
- 1 respondent is a Pazel Group Tech Lead

Objective

- To find out how Pazel Group has been working all this time
- To know stakeholder's motives from this project
- To understand respondents expectations of the POS system

Result

In the fast-paced FnB industry, staying organized, especially during peak hours, is critical. Long shifts for cashier staff using an inadequate application can increase the risk of human errors and lead to data inaccuracies.

Design Directions

By having a centralized database POS system, they can quickly assign the order to a customer, store data with minimal effort and they can optimize their business.

Therefore those who will be using this system are:

- 1 Cashier
- 2 Tenant manager
- 3 Tenant owner
- 4 Back office

Competitive Analysis

Objective

- To gain a deeper understanding on how the POS system works
- To find out strengths & weaknesses from our competitors
- To find out another design pattern and insight to design this product

Results

- The majority of POS systems only provide 2 apps: for cashiers and tenant owners
- POS system mainly focused on 2 things:
 - Needs of ordering and transactions (for cashier)
 - Tenant management (for tenant owner)

1 Cashier app (Android - tablet)

This application aims to help cashiers to handle customer orders and transactions.

2 Tenant Manager app (Android - phone)

This application aims to help tenant managers to manage available menus and incoming orders.

3 Tenant Owner app (Android - phone)

This application aims to enable tenant managers to view and analyze their tenant sales reports.

4 Back-office web (website)

This website aims to manage Pazel Group internal data.

Product Specifications

Design System

Color

1E7095

FDFCFF

Font

Inter ABCDEFGHIJKLMN

Semi Bold OPQRSTUVWXYZ

1 2 3 4 5 6 7 8 9 0

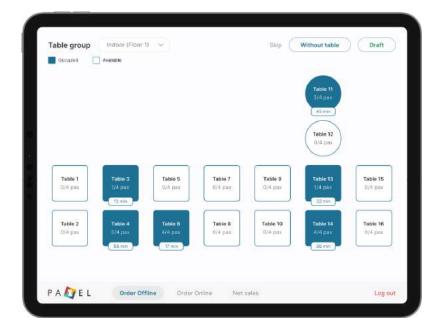
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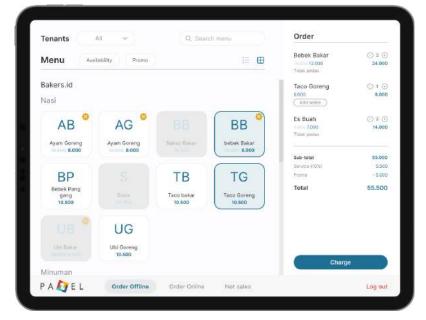
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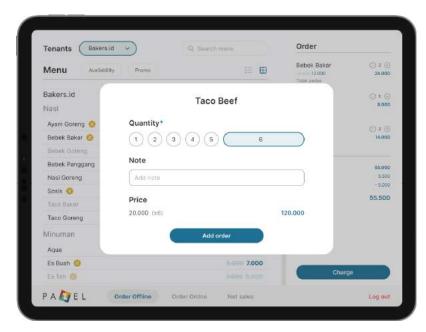
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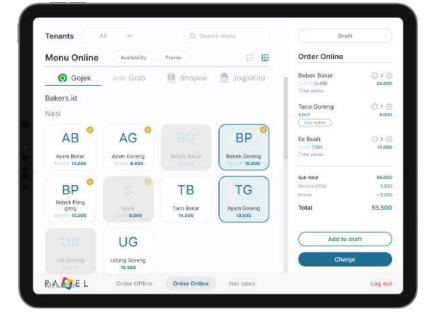
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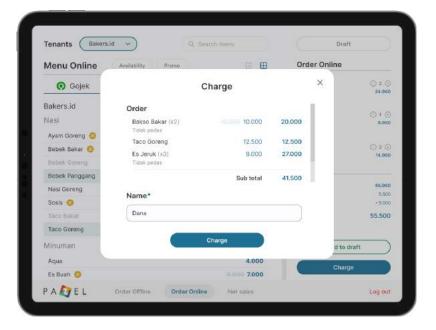
Cashier app (Android - tablet)

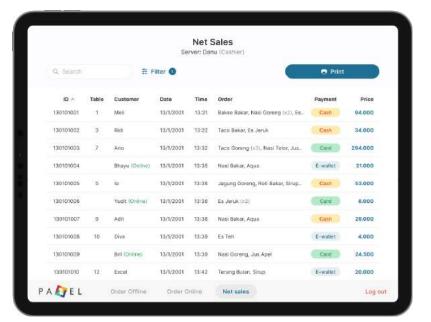




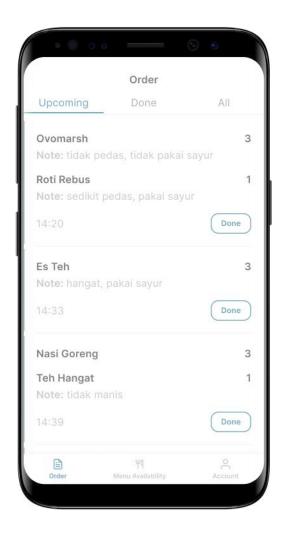


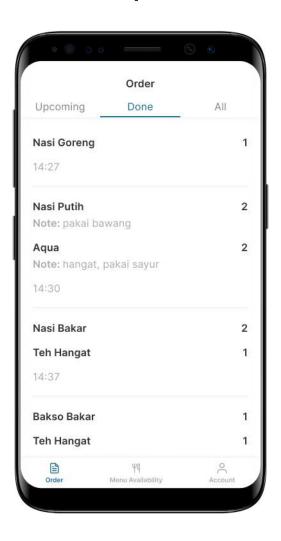


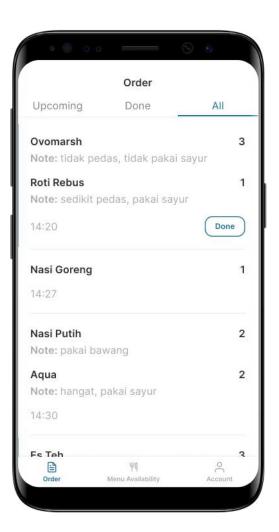


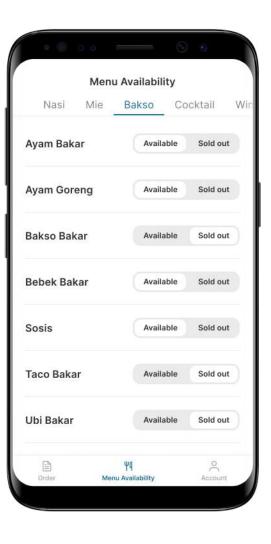


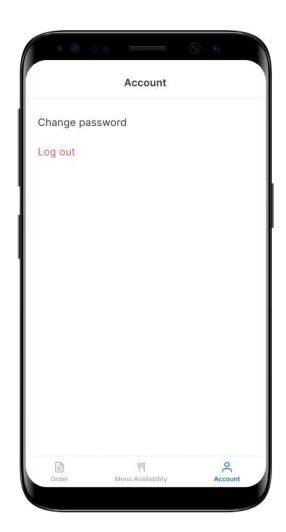
Tenant Manager app (Android - phone)



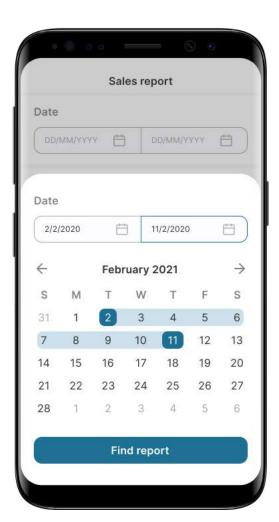


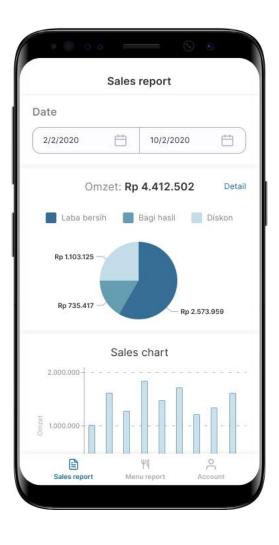


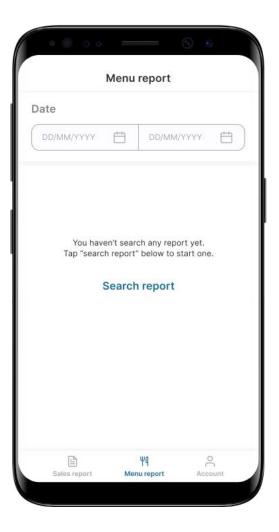


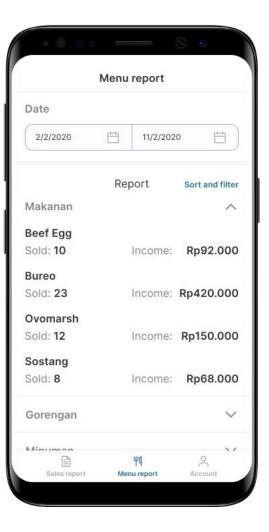


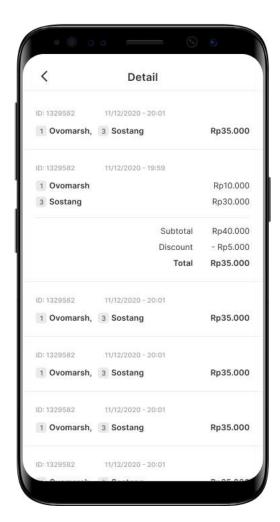
Tenant Owner app (Android - phone)



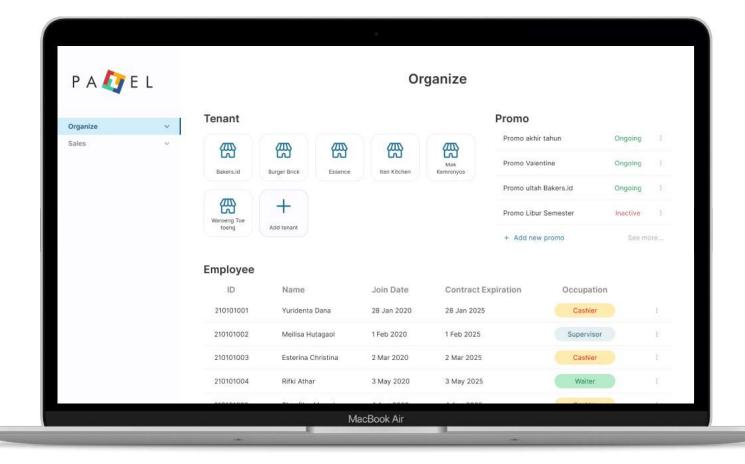






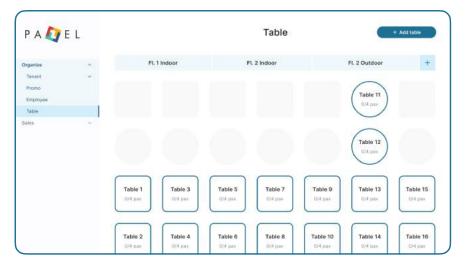


Back Office web (website)









Thank you for your time

Contact me at:

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