

# DON DIMAL

A UX Design Portfolio

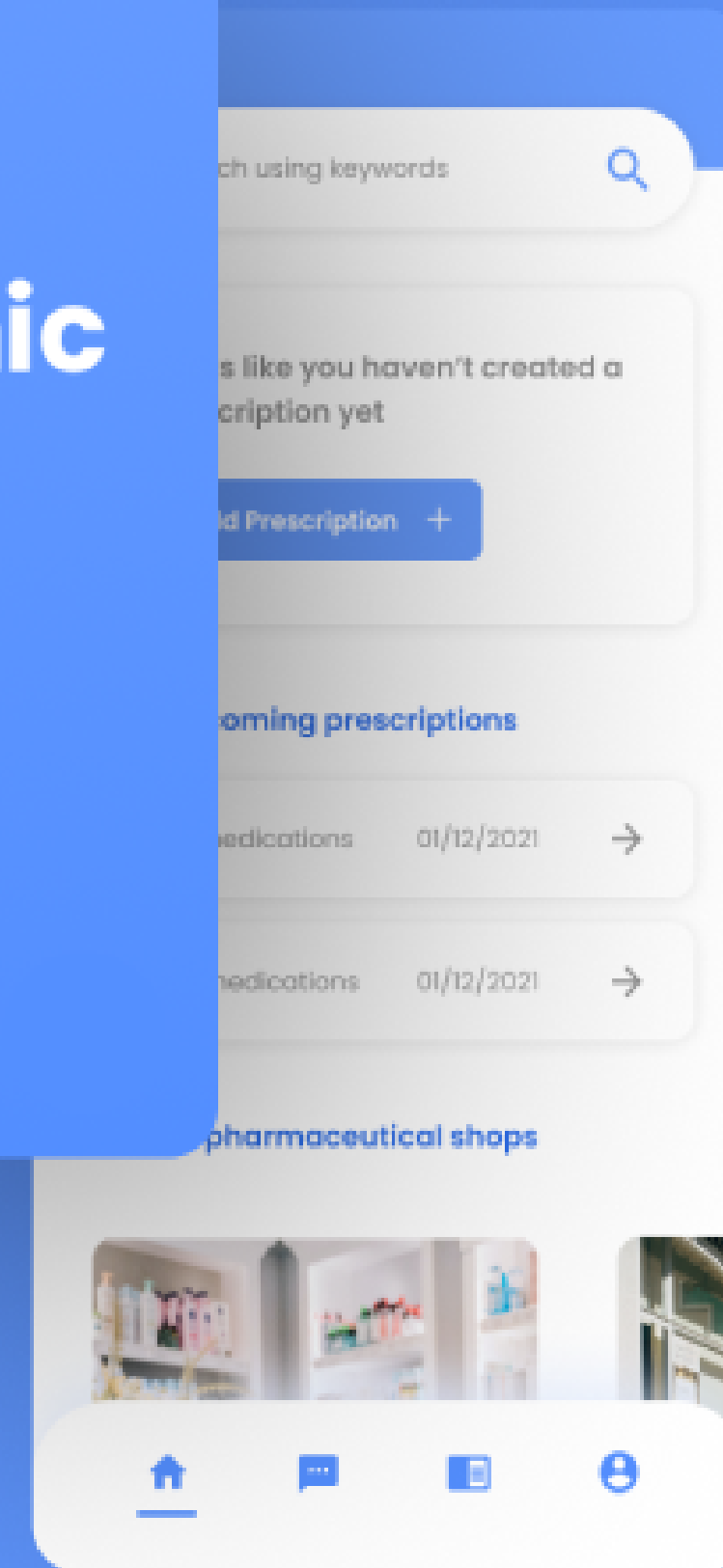
# Portfolio Content

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"Pharmic" Mobile Application Case Study	01.
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# PHarmic

## PHarmic

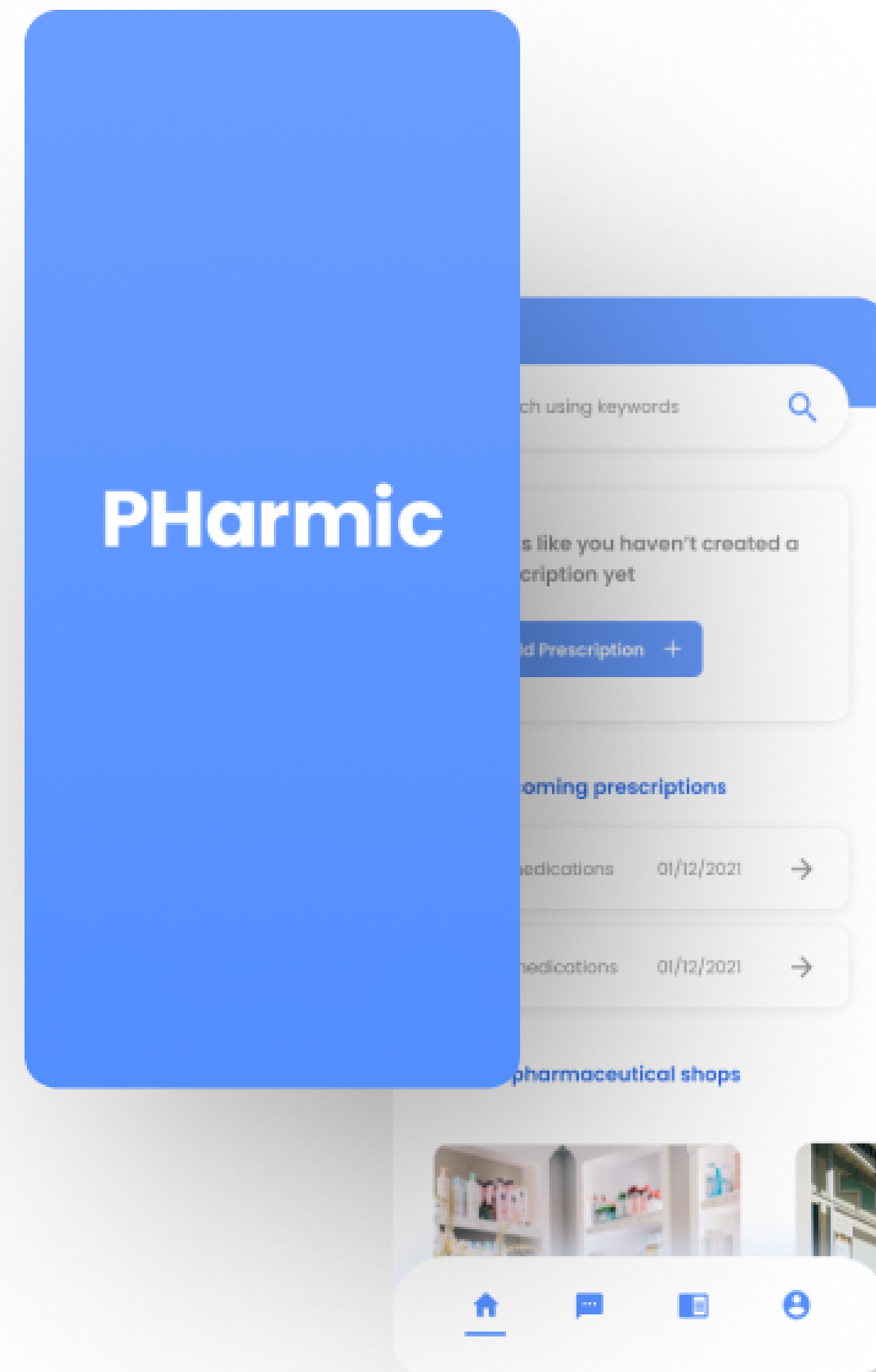


# "Pharmic" Mobile Application

"Pharmic" is a mobile solution designed to overcome frustrations arise due to lack of medicine stocks and change of prescribed medicine brands when purchasing at a pharmaceutical store.

The mobile solution allows it's users to communicate with pharmacists and exchange prescriptions and also save digital prescriptions for the ease of restock medicine post purchase.

(<https://dimalgallage.github.io/pages/pharmic>)



## Pharmic – ( Concept case study )

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Timeline : April 2022

Product Design Slides : [Click Here](#)

Role : UX Designer

High Fidelity Prototype : [Click Here](#)

“ Local people find it difficult to find some types medicine in a prescription at a single pharmaceutical shop. Hence they have to spent time & money to visit multiple shops ”

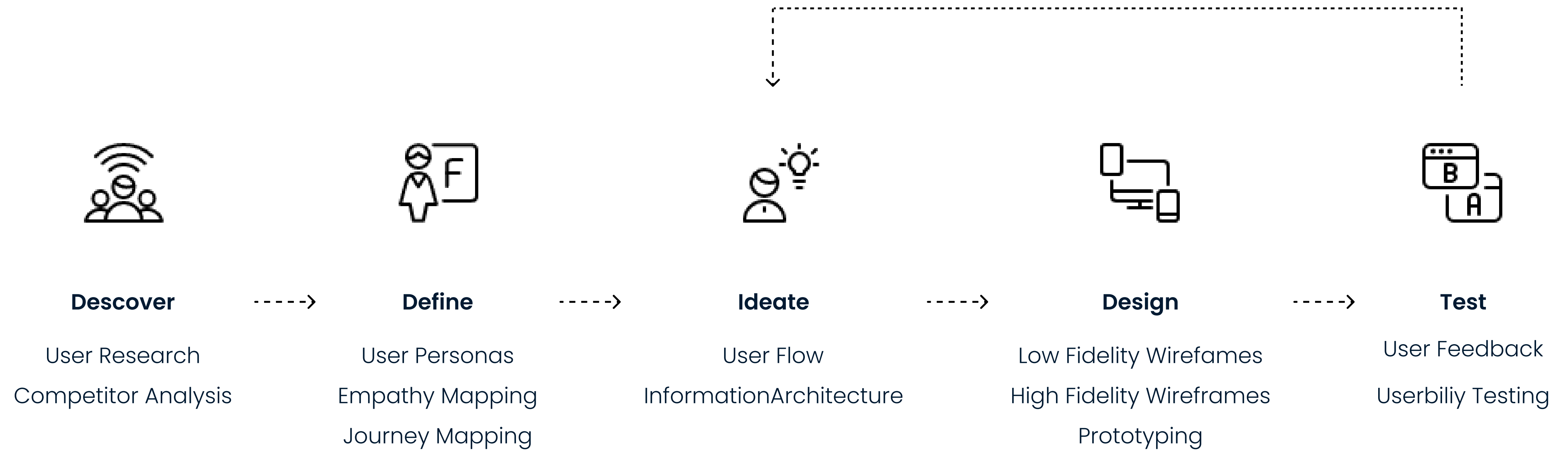
## Problem Background

Most of the general public in Sri Lanka are used to visit small private clinics operated by doctors for their common illnesses. A few number of these clinics has inbuilt pharmacies. Majority of thses clinics provide a prescription for the patients to buy the medicine from a pharmaceutical shop.

In many instances patients present the prescription to the pharmacy bu these shps fails to provide all the medicine in the precption slip because of not having the correct medicine brand or not having the medicine at all. At such instances patients have to visit multiple pharmaceutical shops in oder to collect all the medicine of their prescription.



# Design Process



# Discover – User Research

## Qualitative User Research

I gathered qualitative user data from -- individuals.



I used following question criteria for data gathering



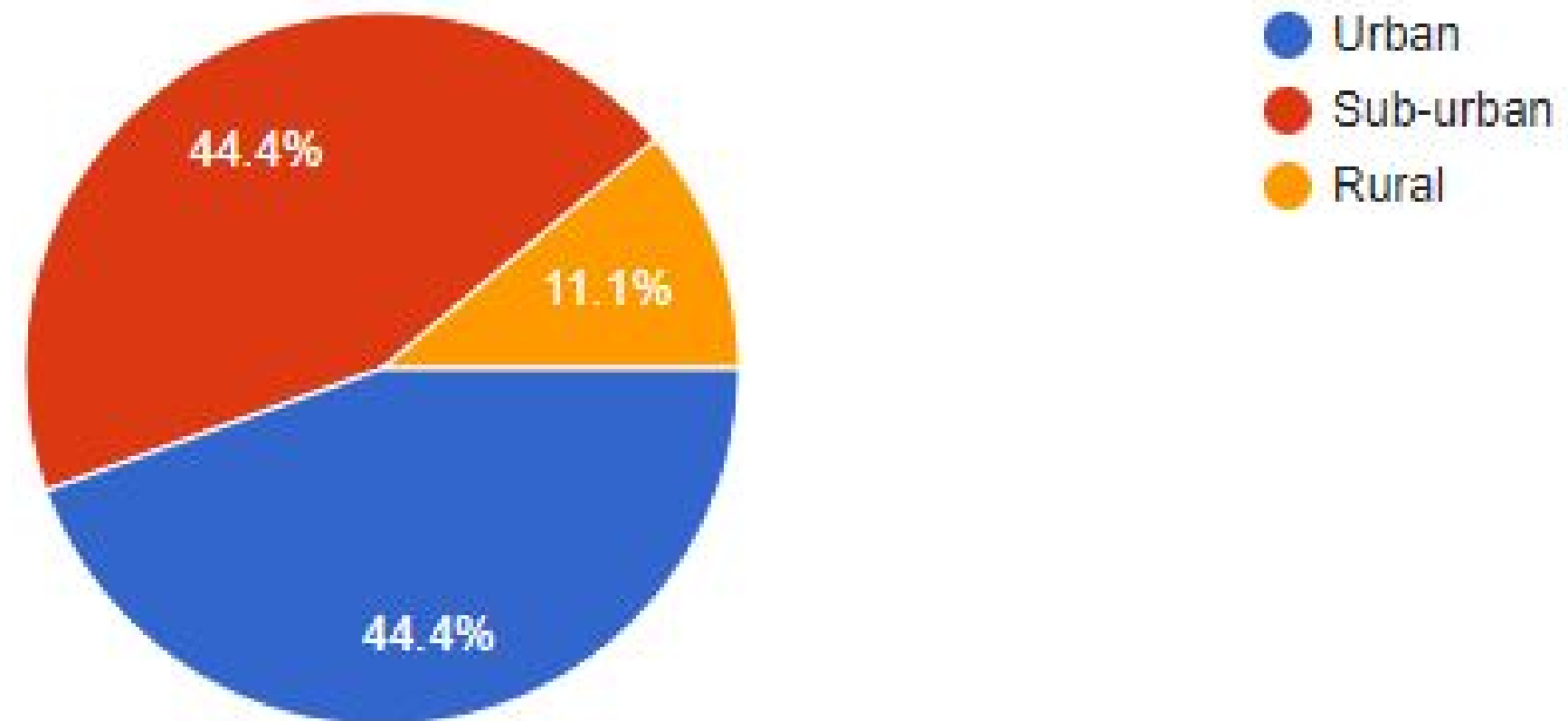
- Frequency of using visiting pharmaceutical shops
- Frequency of instances where some prescribed medicine were not available in one shop.
- Actions taken in above scenario.
- Mode of travel to pharmaceutical shops
- Type of living area (Urban, Suburban, Rural)
- Number of pharmacies in a accesible radius form home.
- How comfortable are the target audience in reading a doctors prescription.



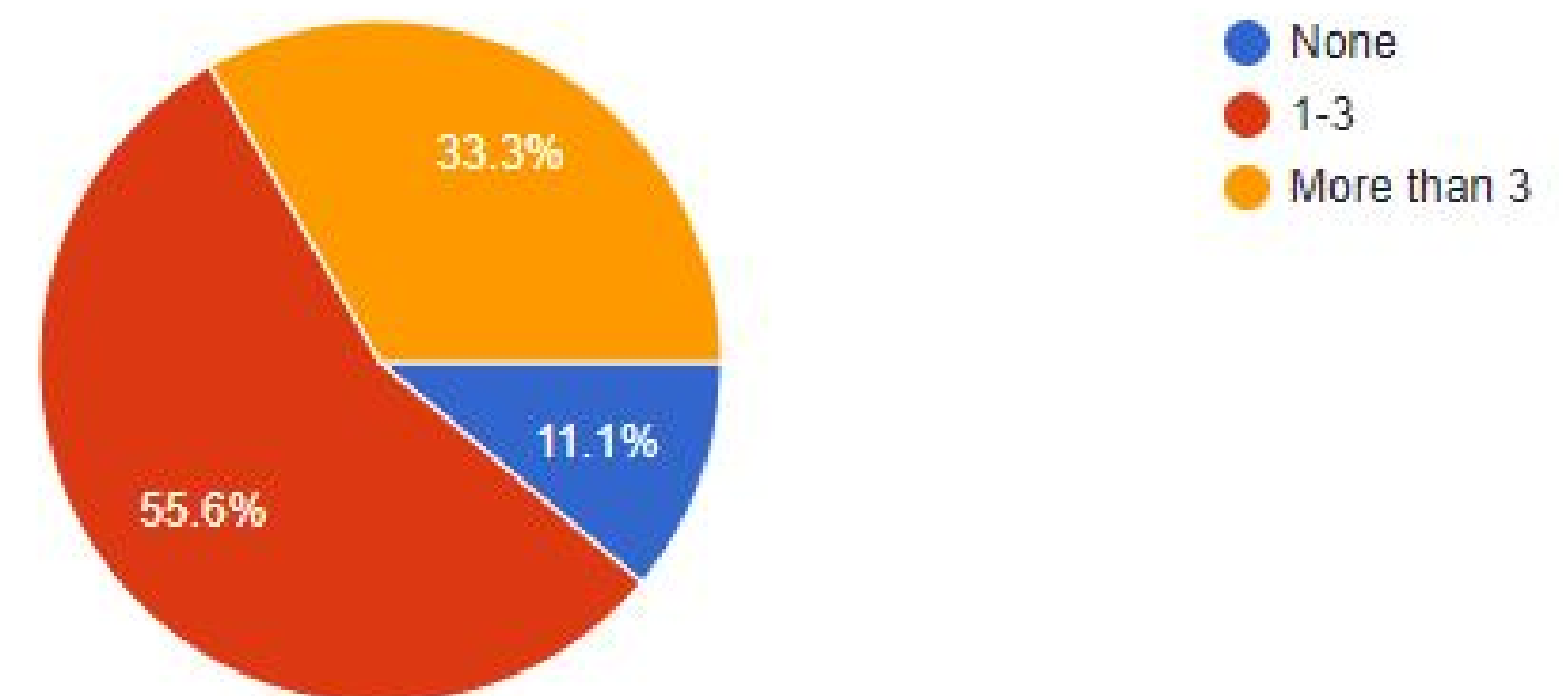
## Discover – Quantitative analysis Data

The following data were obtained by distributing a detailed servay amoung 20 random individuals

Use location demographics

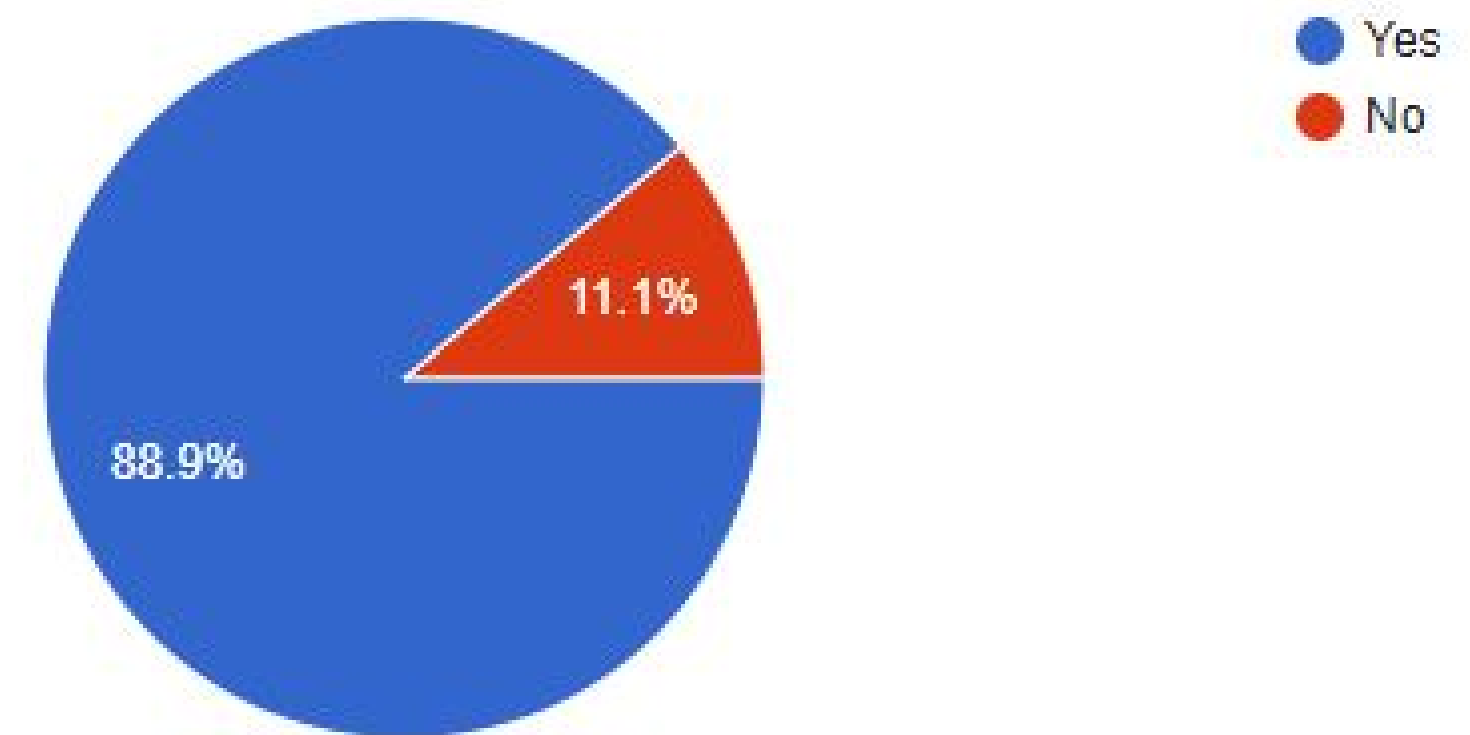
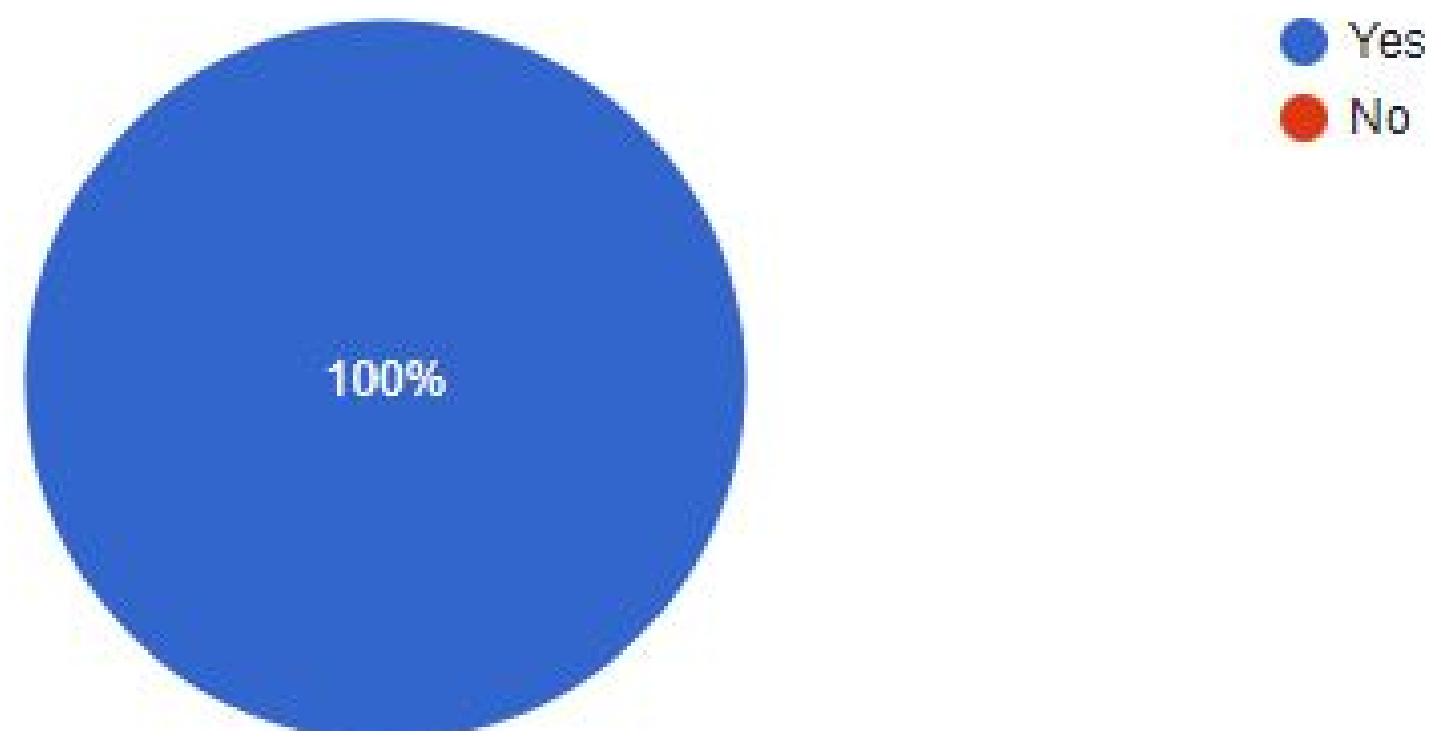


Access to phramacutical shops



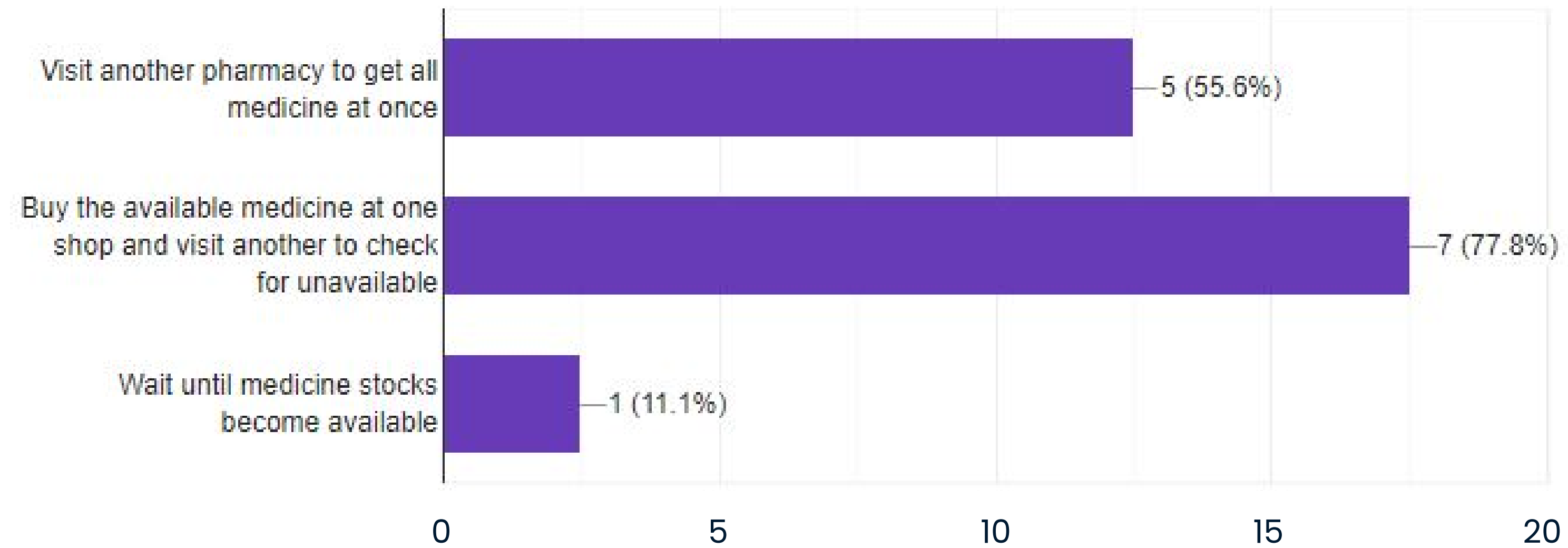
## Discover – Problem Validation

The following chart represents the if the individual has faced an instance where the pharmaceutical shop they visit lacks the stocks of certain medicine in their prescription



The following chart represents the if the individual has faced an instance where the pharmaceutical shop they visit lacks the stocks of certain brand medicine in their prescription but is available under a different brand

## Discover – Quantitative analysis Data



The following chart represents the actions taken by individuals after they face an instance mentioned under problem validation

## Define – User Personas



### Demographics

Name : Ranjith Perera

Age : 30

Occupation : Lawyer

Residence : Colombo

Ranjith had a heart attack few years back, since then he has to visit the pharmacy every month to buy his prescribed medicine. Every three months he visits the doctor to renew his prescription.

### Goals

- To buy all his prescribed medicine before his stocks run out
- To buy all his prescribed medicine in a single trip to the pharmacy
- If there is any issue with the prescription contact the doctor

### Frustrations

- Some types of medicine run out of stock quickly at his nearby pharmacy
- Some medicines are not available in the prescribed brand
- Some medicines are discontinued or no longer commercially available

# Define – Empathy Mapping

\*scenario of a medicine purchasing

“ Have you got all these medicine with you right now? ”

“Can you check if your other branch has the missing drug?”

“Price of these drugs keeps going up.”

“When do you get new stocks for these medicine?.”

**Says**

Search for the medicine online

Compare prices of the previous prescriptions

Contact the doctor if the medicine is not found

Contact pharmacies to check unavailable medicine

**Does**

**Think & Feels**

“Why doctors keep prescribing medicine that pharmacist says are discontinued.”

Frustrated that he has to go back to another pharmacy

Happy when the pharmacist and said they have new stocks for medicine.

**Hear**

“These medicine will discontinued from next month”

“We dont have this exact brand but the other brand is slightly stronger”

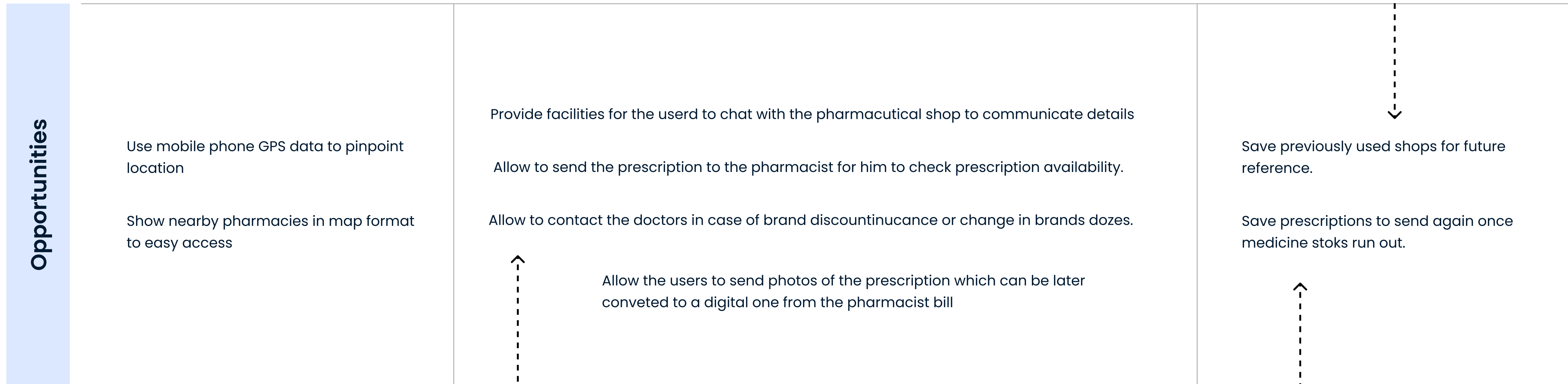
We might not get anymore stocks of medicine for a while

# Define – Journey Mapping

Flow	Receiving a prescription / Finding Pharmacies	Purchasing medicine	Restock medicine (Post Purchase)
Touchpoints & Exitement	<p>Receiving Prescription</p> <p>Search for a pharmacy</p> <p>Locating a nearby store</p> <p>Go to the located store</p> <p>Purchase the medicine (all if available)</p> <p>Some medicine are not available or available is different brand</p> <p>Find another shop that has the missing meds</p> <p>Get the complete prescription</p> <p>Find old Prescriptions</p> <p>Rstock prescription from a pharmacy</p>		
Mindset	<p>“How much is this prescription going to cost me?”</p> <p>“What are these medicines?”</p> <p>“What is the nearest pharmacy?”</p> <p>“If I can find a mobile number of these shops maybe I can send the prescription”</p>	<p>“What the hell is written on this prescription? Who can read these?”</p> <p>“How much is this prescription going to cost me?”</p> <p>“Last time I went to that pharmacy they didn’t had some common brands, better go to the one at the supermarket”</p>	<p>“Its time to restock my prescription, do have to retake the photo?”</p> <p>“To what pharmacy did I send my prescription before?”</p> <p>“How do I save this prescription?”</p> <p>“I hope the pharmacy havent run out of stocks again”</p>
Pain points	<p>Locating a pharmacy and finding opening hours and dates.</p>	<p>Not having prescriptions for small items or medicines that doesn’t need prescription</p> <p>If the shop doesn’t have the medicine need to find another shop that does.</p> <p>If the certain brand is discontinued it is uncertain if the doctor would approve new brand.</p>	<p>Cannot find the prescription slip</p> <p>Prescriptions might change over time</p> <p>There might be a mistake in the prescription order</p> <p>Not getting updates on the availability medicine he takes</p>
Opportunities	<p>Use mobile phone GPS data to pinpoint location</p> <p>Show nearby pharmacies in map format to easy access</p>	<p>Provide facilities for the userd to chat with the pharmaceutical shop to communicate details</p> <p>Allow to send the prescription to the pharmacist for him to check prescription availability.</p> <p>Allow to contact the doctors in case of brand discountinucance or change in brands dozes.</p> <p>Allow the users to send photos of the prescription which can be later converted to a digital one from the pharmacist bill</p>	<p>Save previously used shops for future reference.</p> <p>Save prescriptions to send again once medicine stoks run out.</p>

# What needs to be included?

Small prescriptions are easy to misplace. This way users can keep a digital copy which can be sent to stores and be able to read what medicines are on the prescription

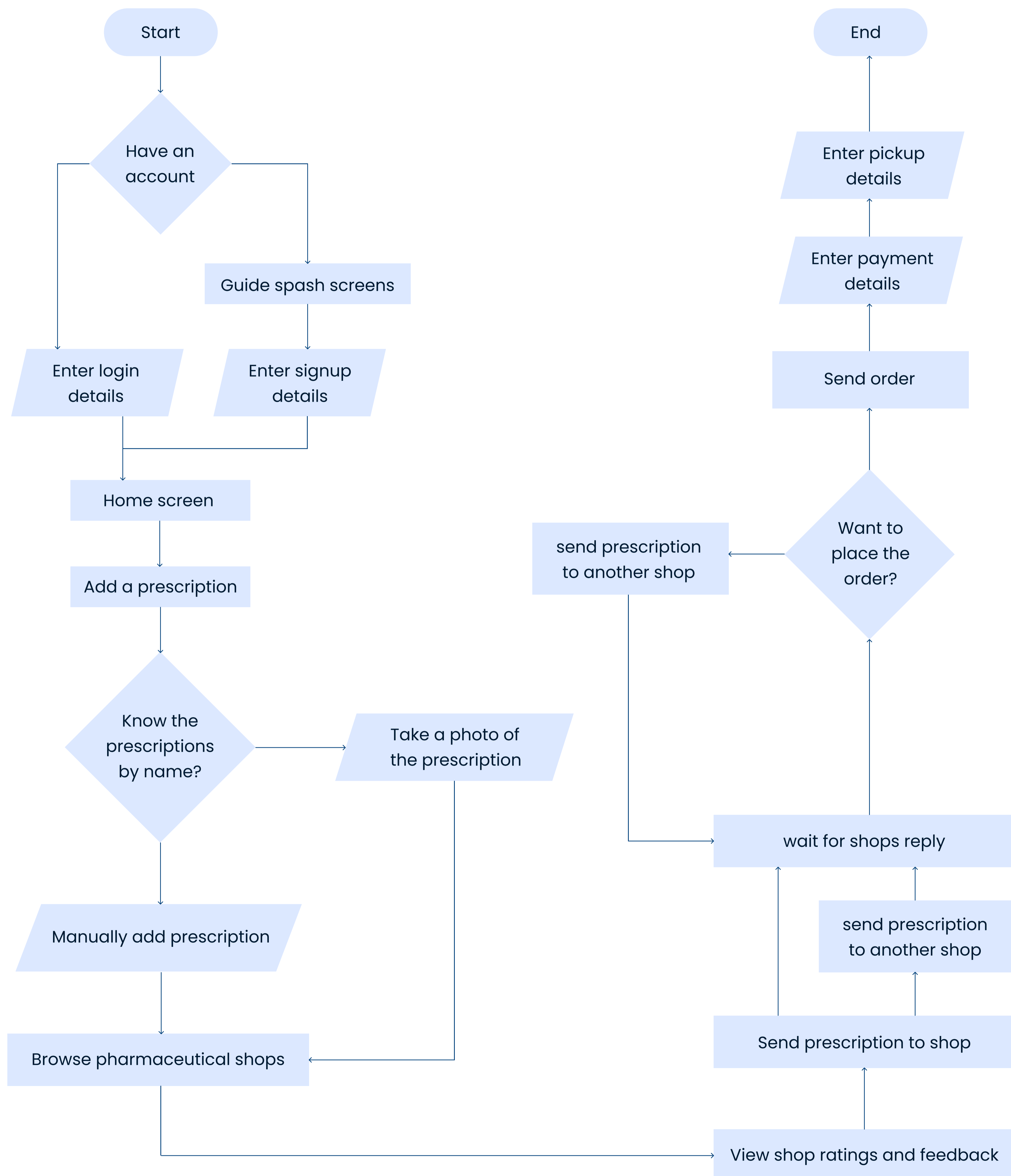


When a prescribed medicine is available in different brand while the previous brand is discontinued users may feel uncertain if the new brand has any negative effect with other meds or if the doze is correct. In such cases users can contact their doctor or provide the pharmacist the number in case of any conflict

Allows to restock medicine just before current stock run out therefore users won't miss their doze

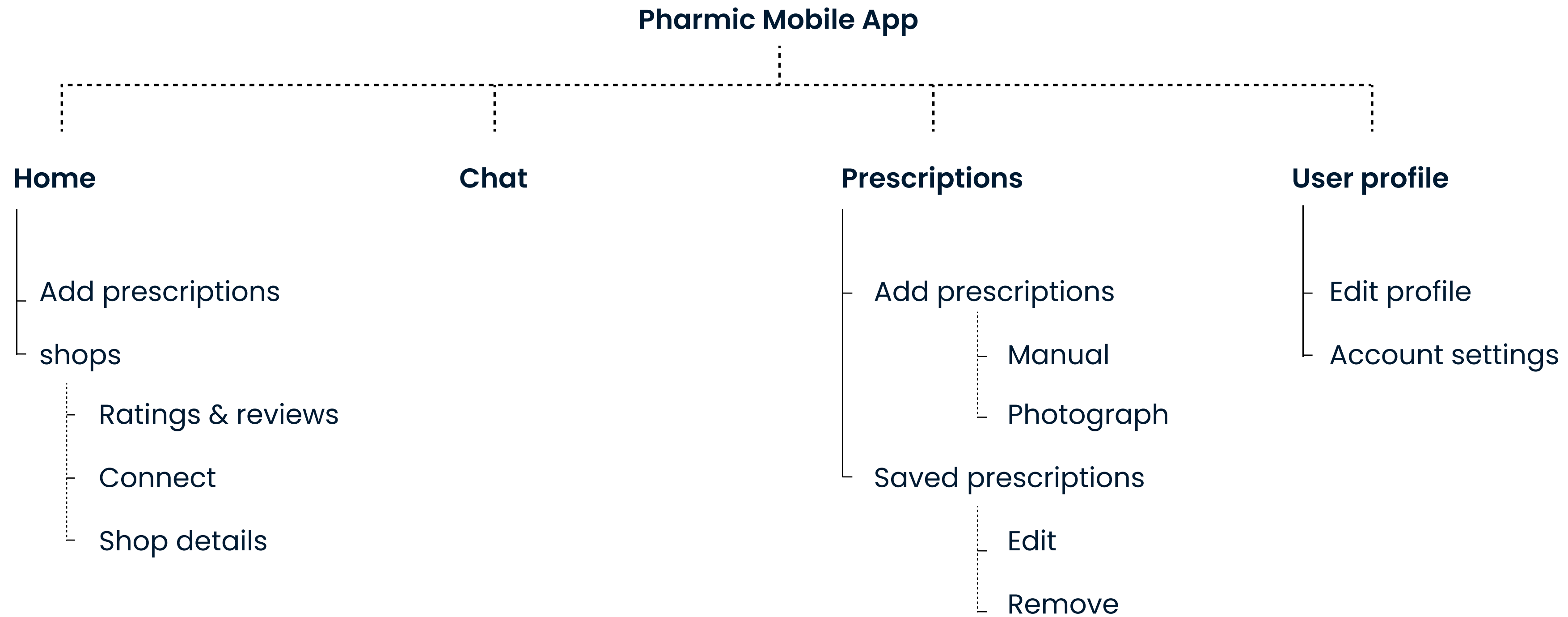
# Ideate - User Flow

\*scenario of a medicine purchasing





# Ideate - Information Architecture

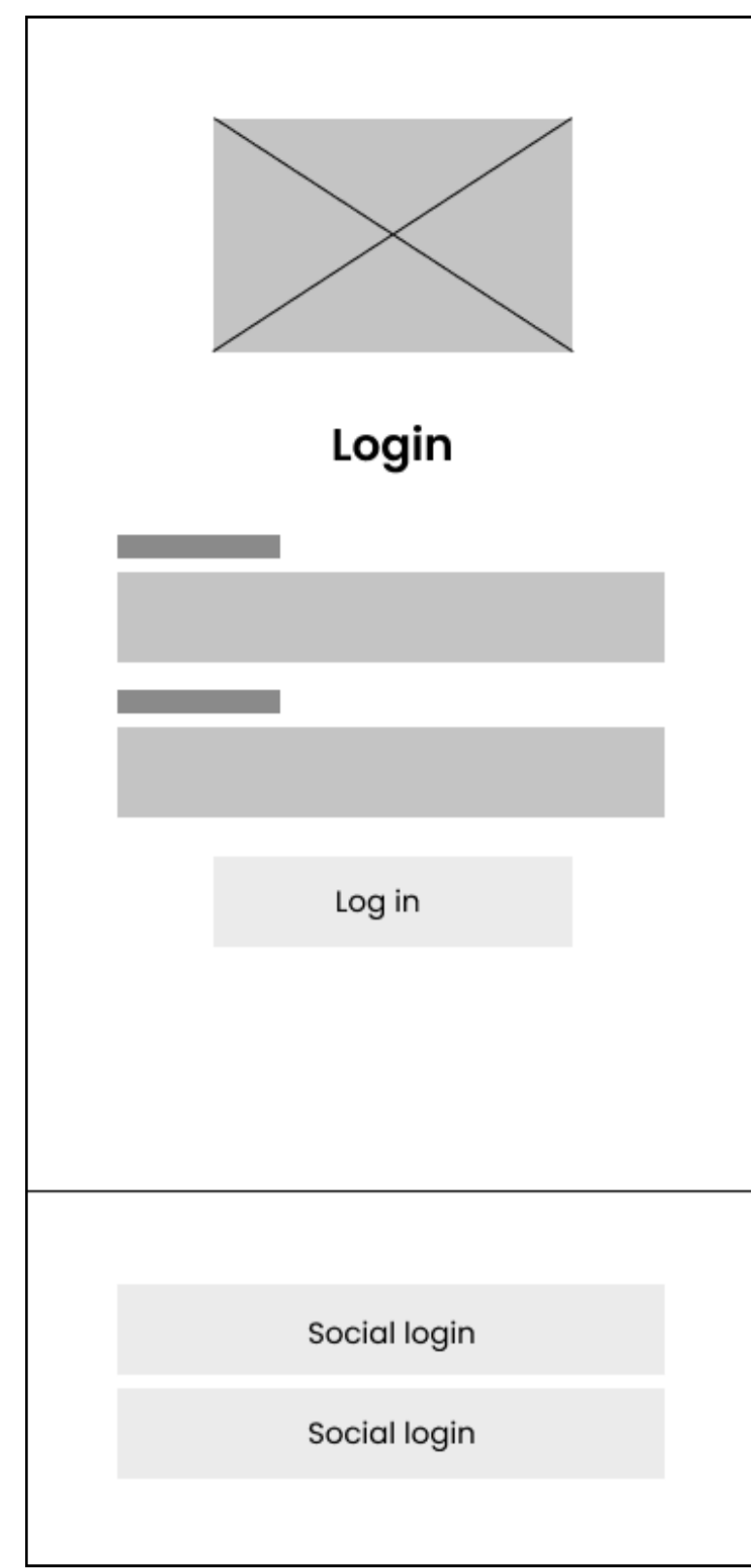


# Design

## Low Fidelity Digital wireframes



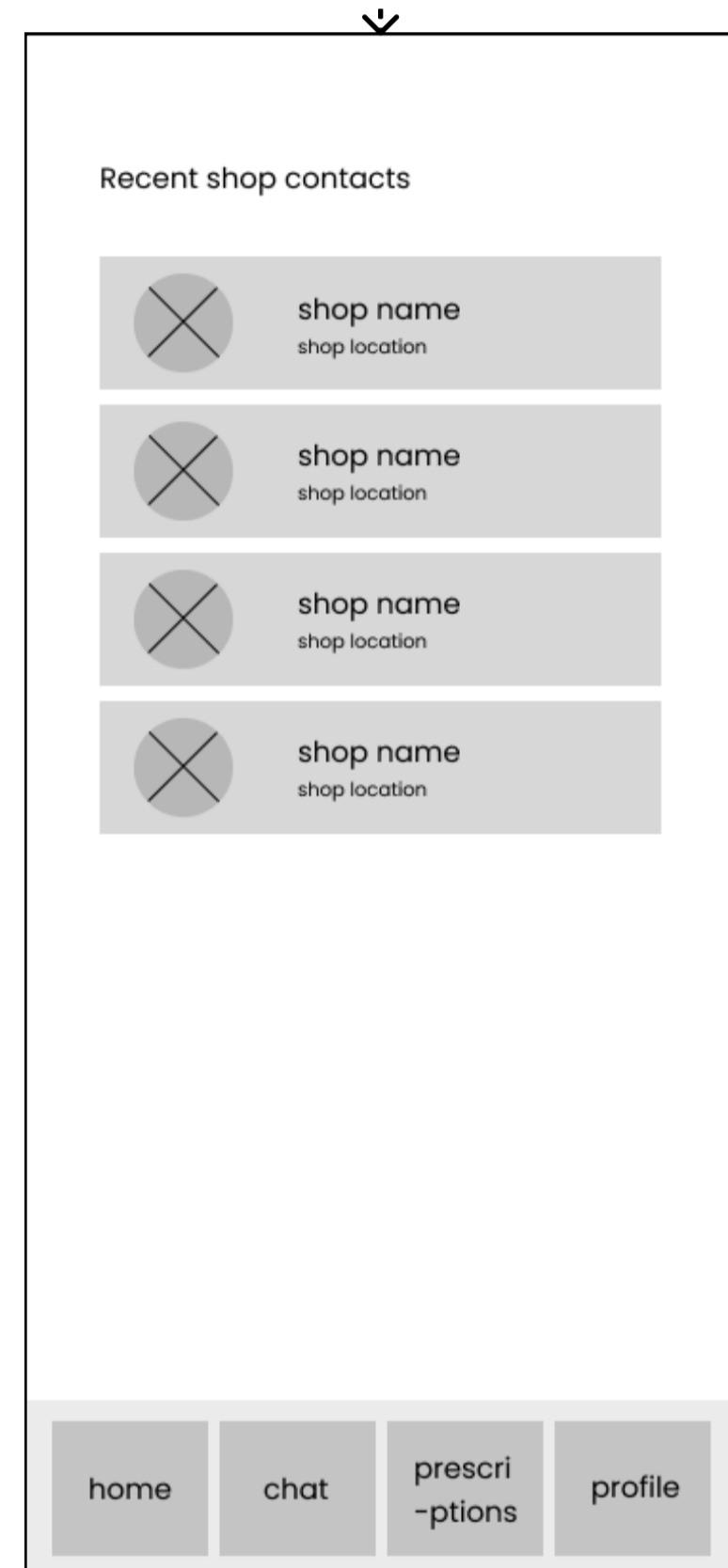
sign up



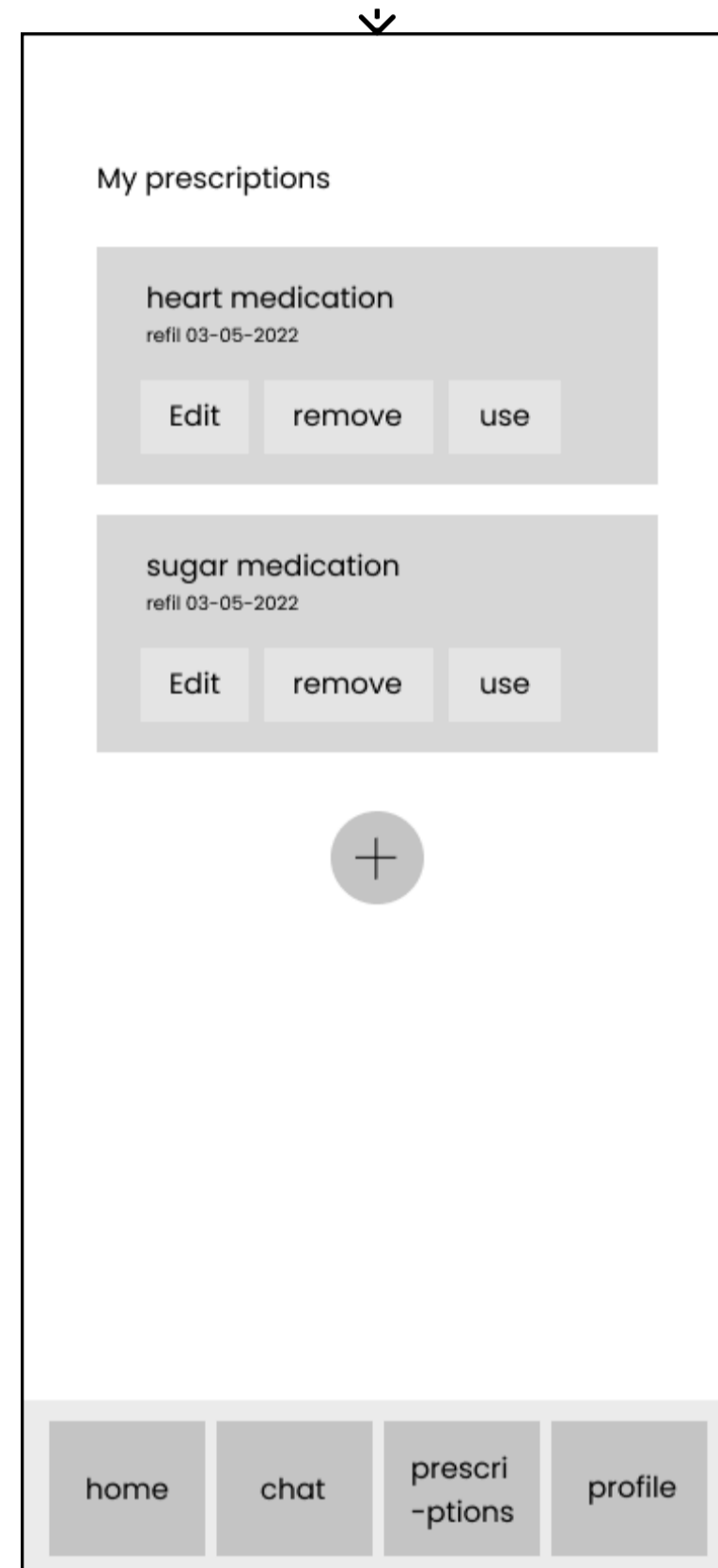
login



Home screen



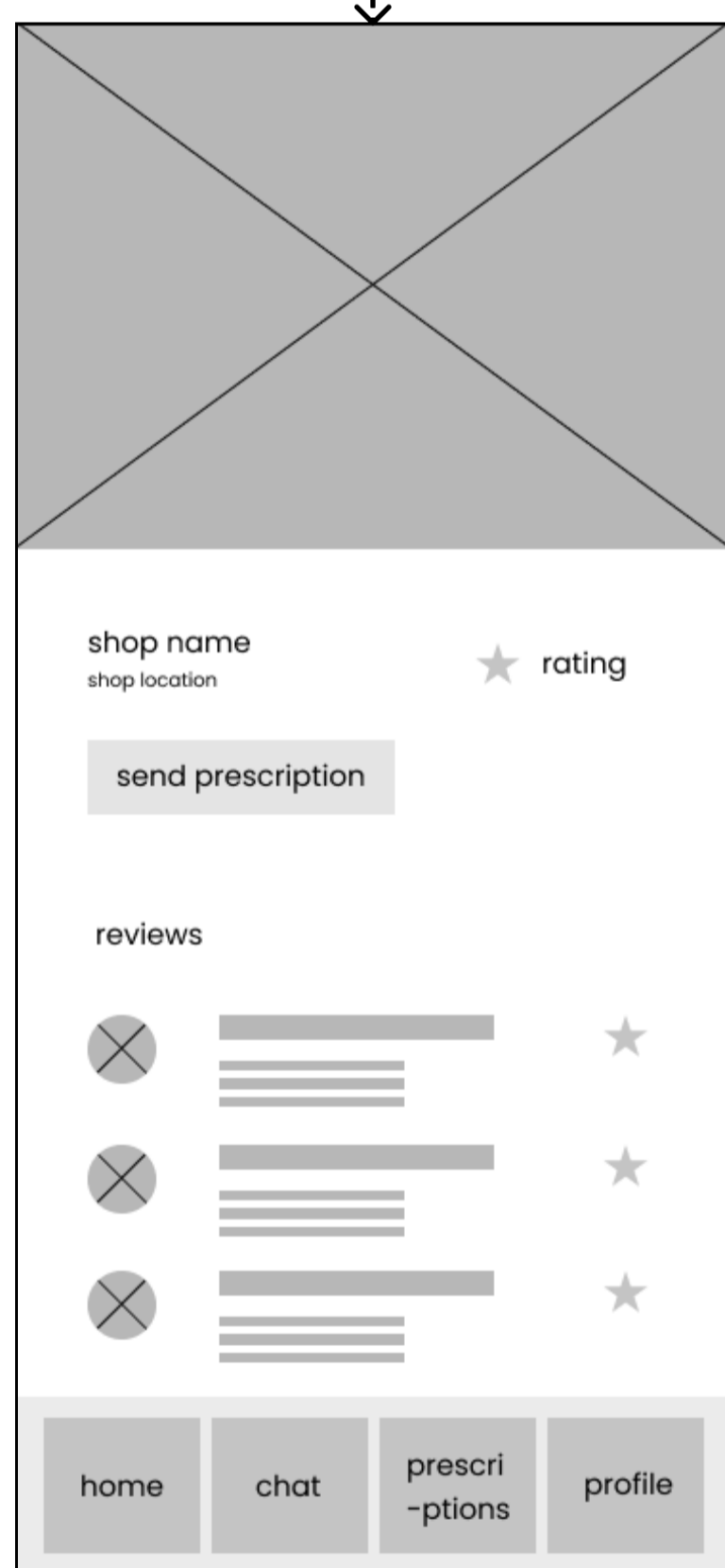
Chat



My prescriptions



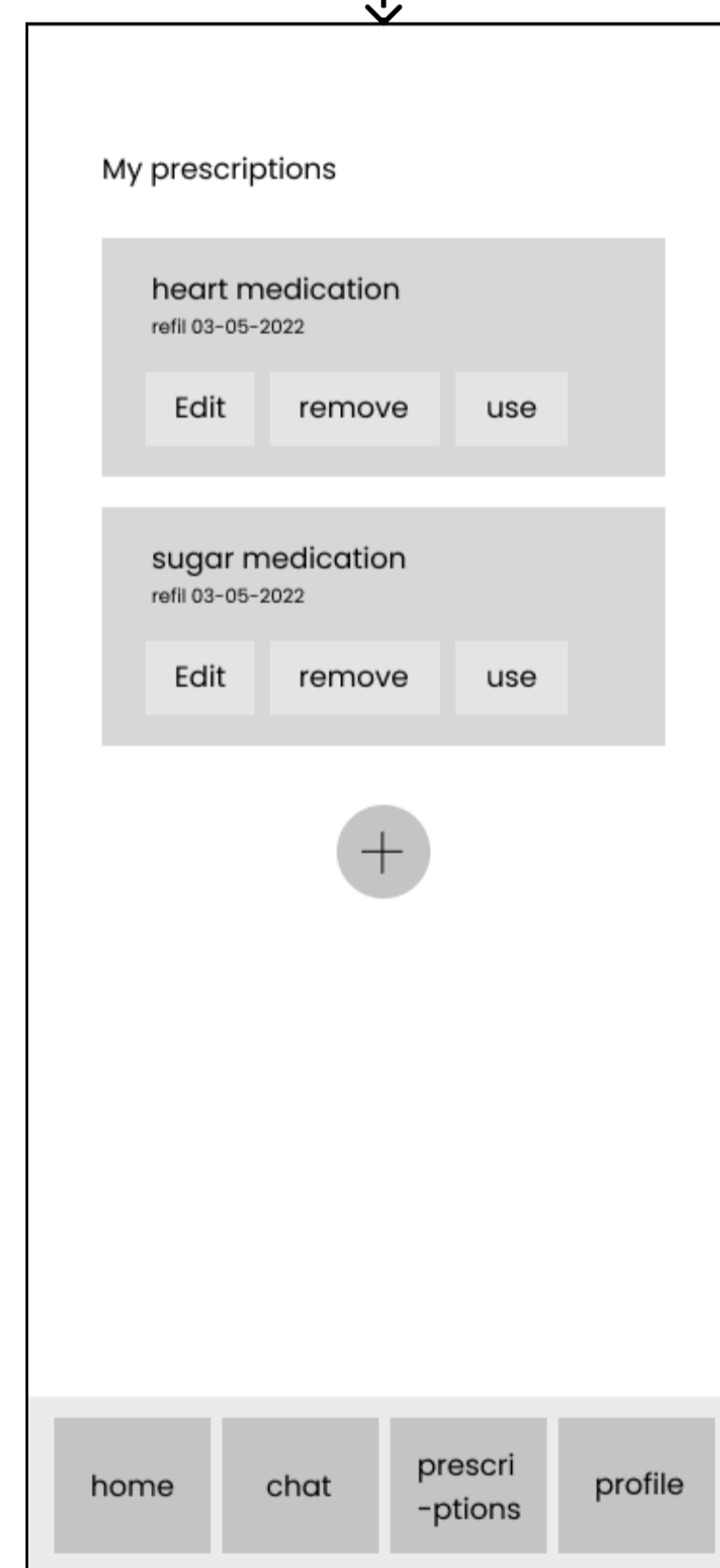
User Profile



Shop screen



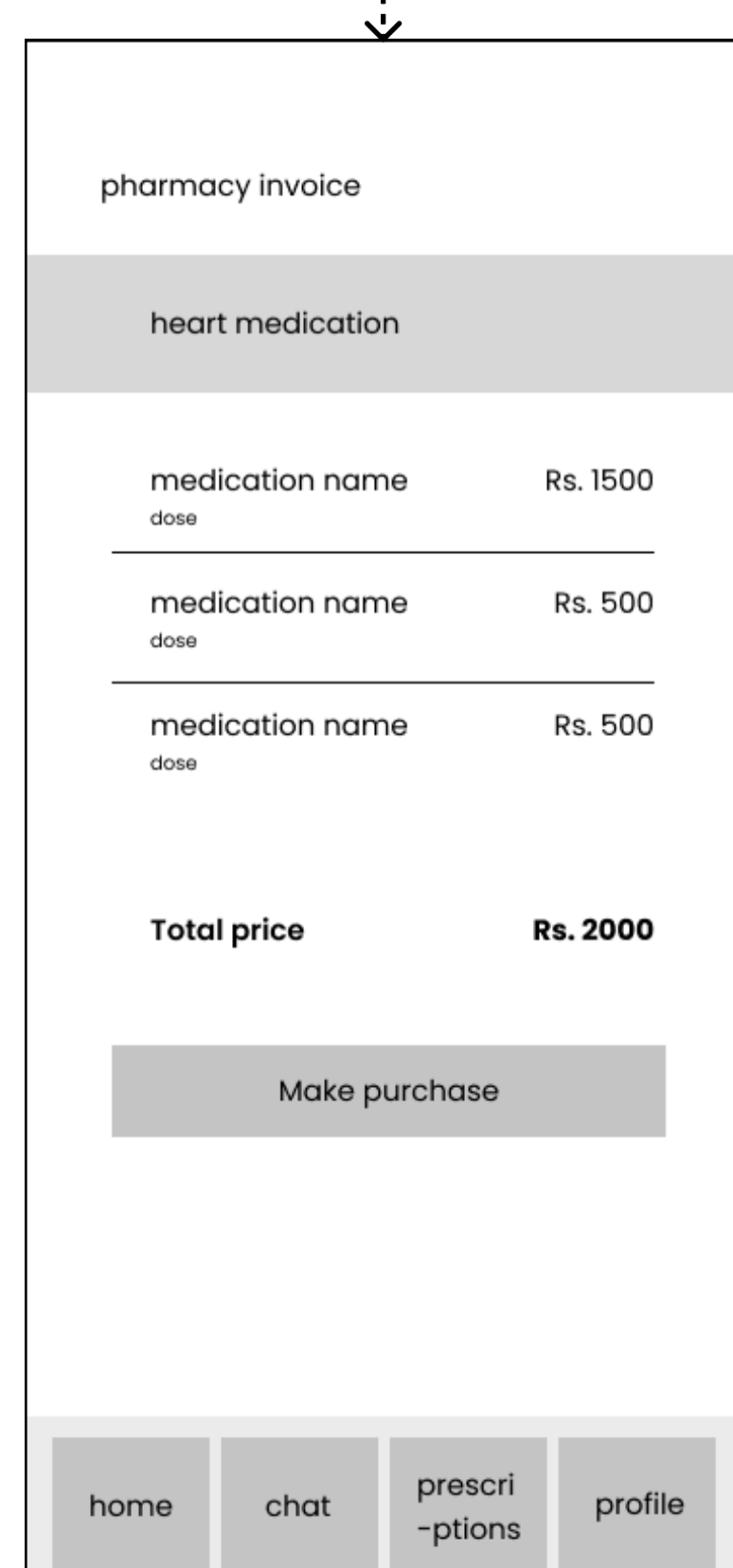
Single Chat



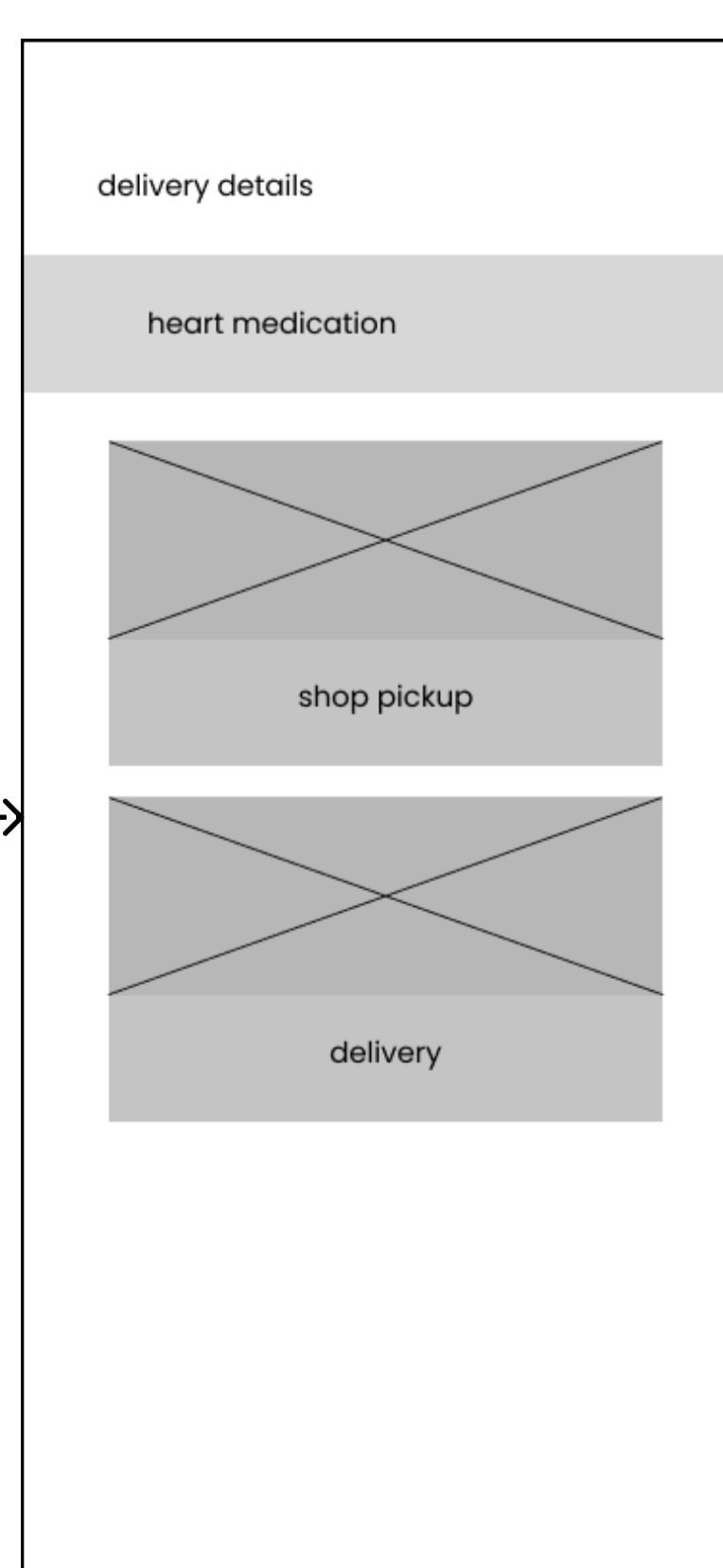
Edit prescription



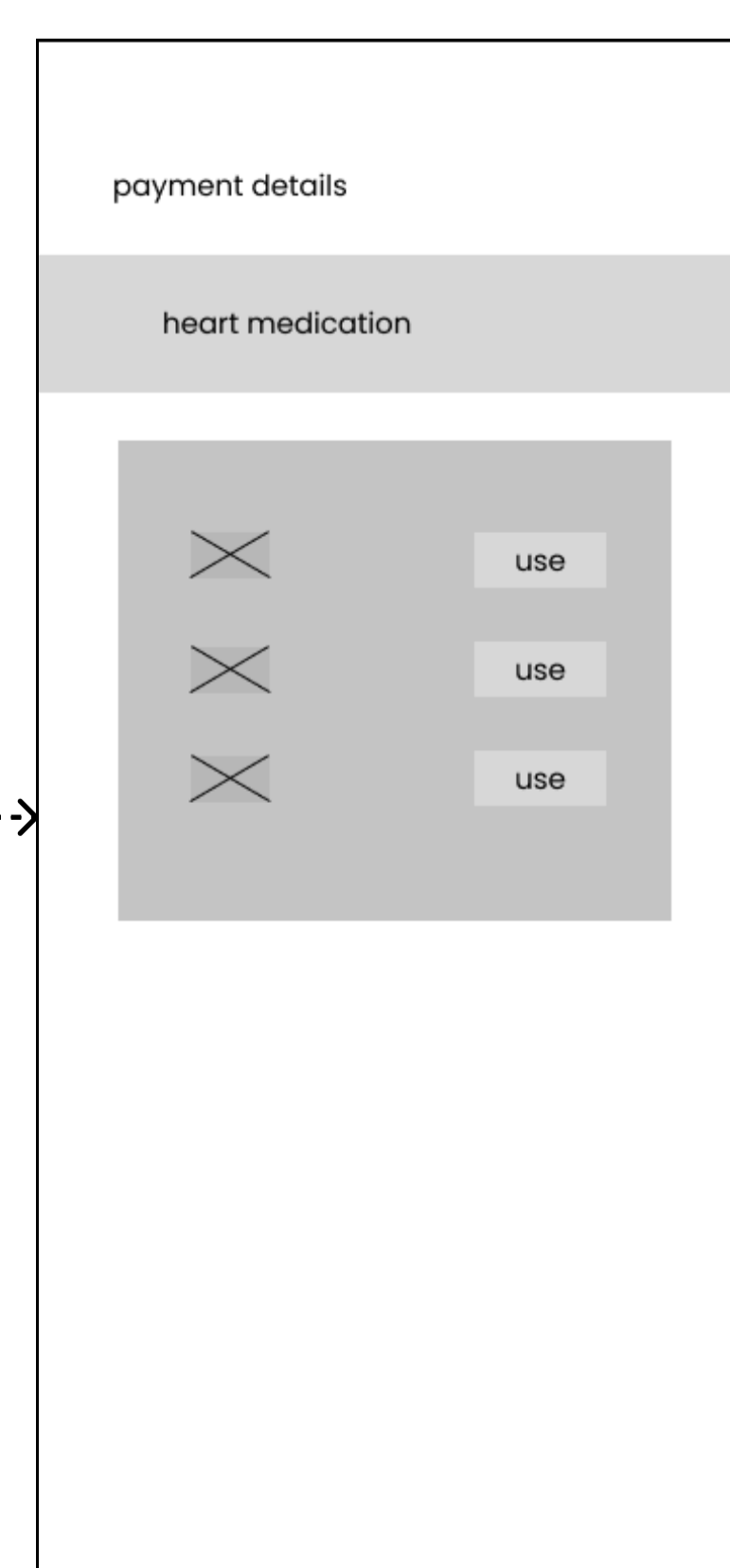
Add prescription



Invoice



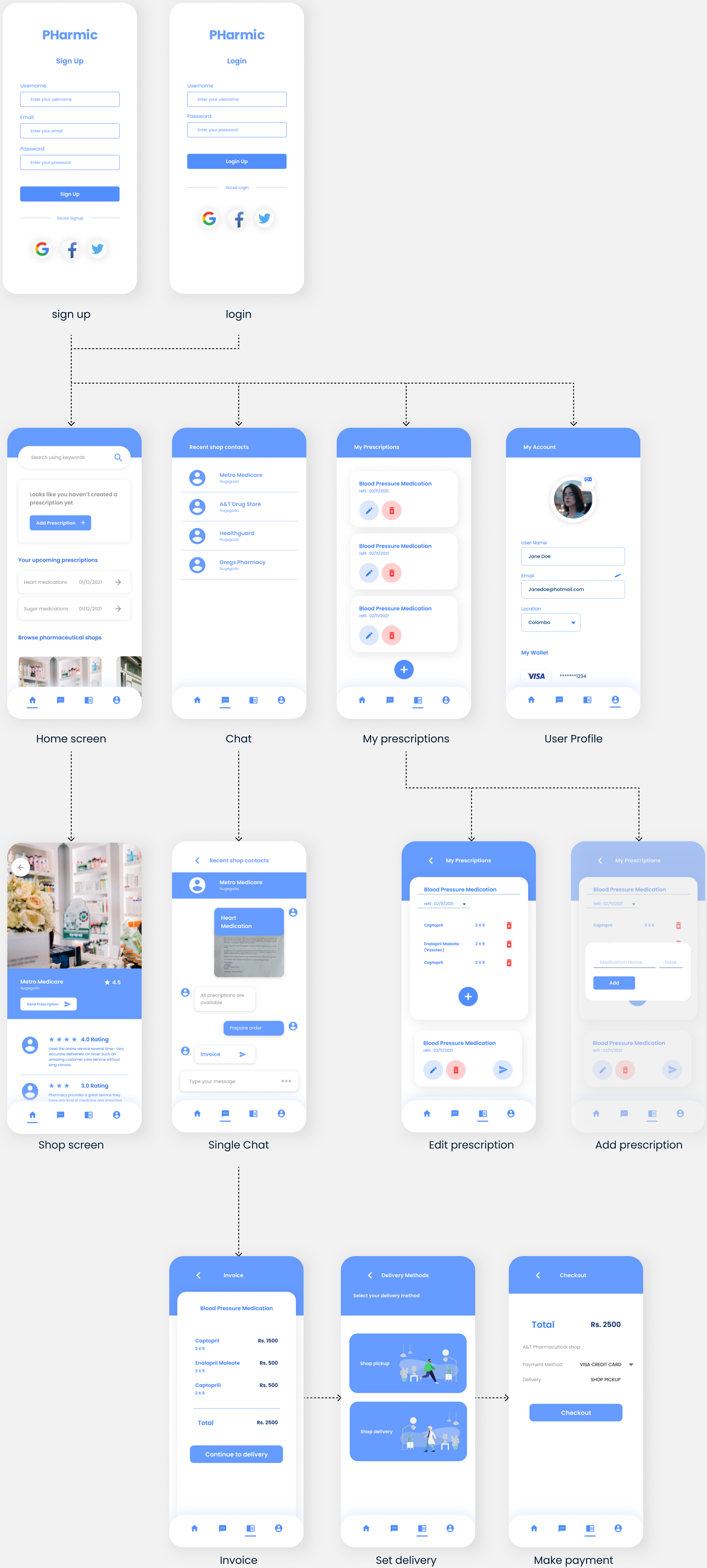
Set delivery



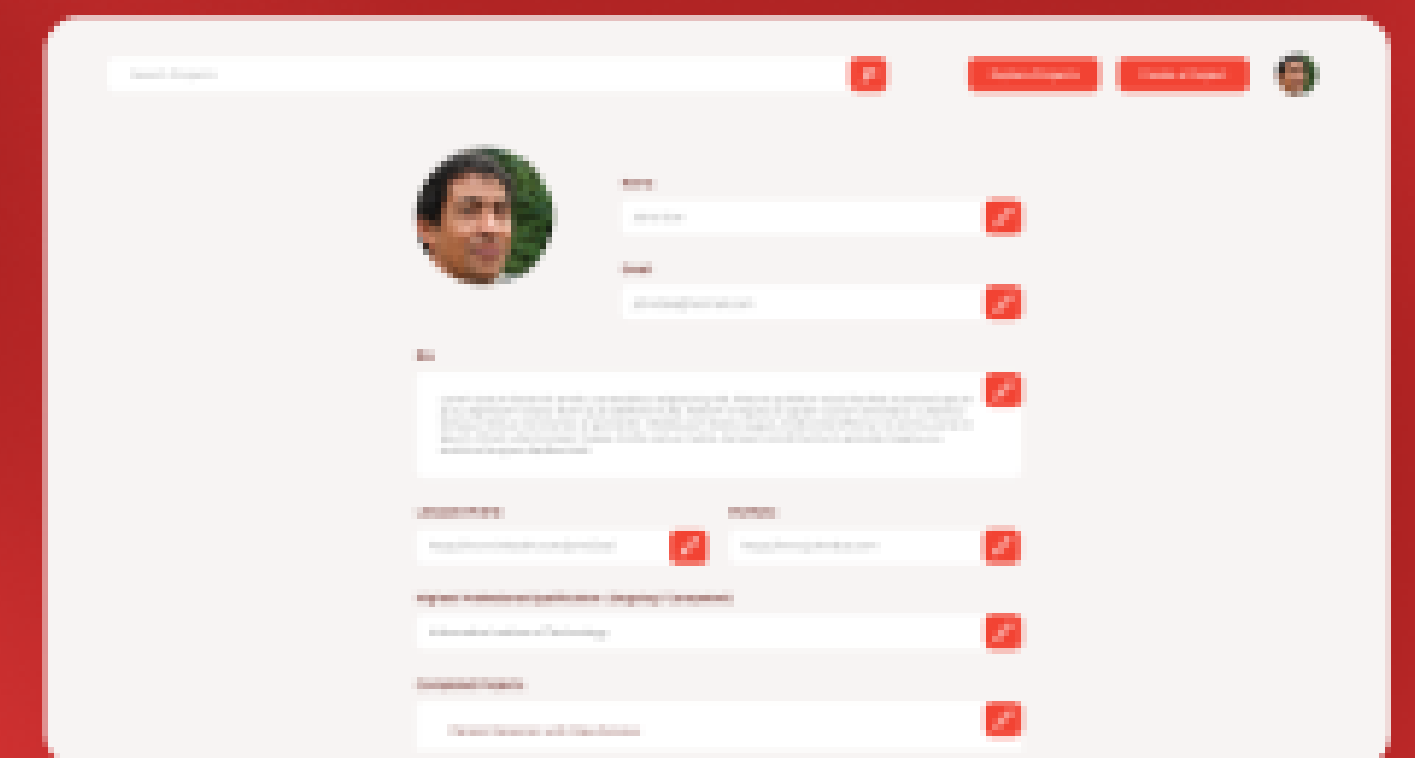
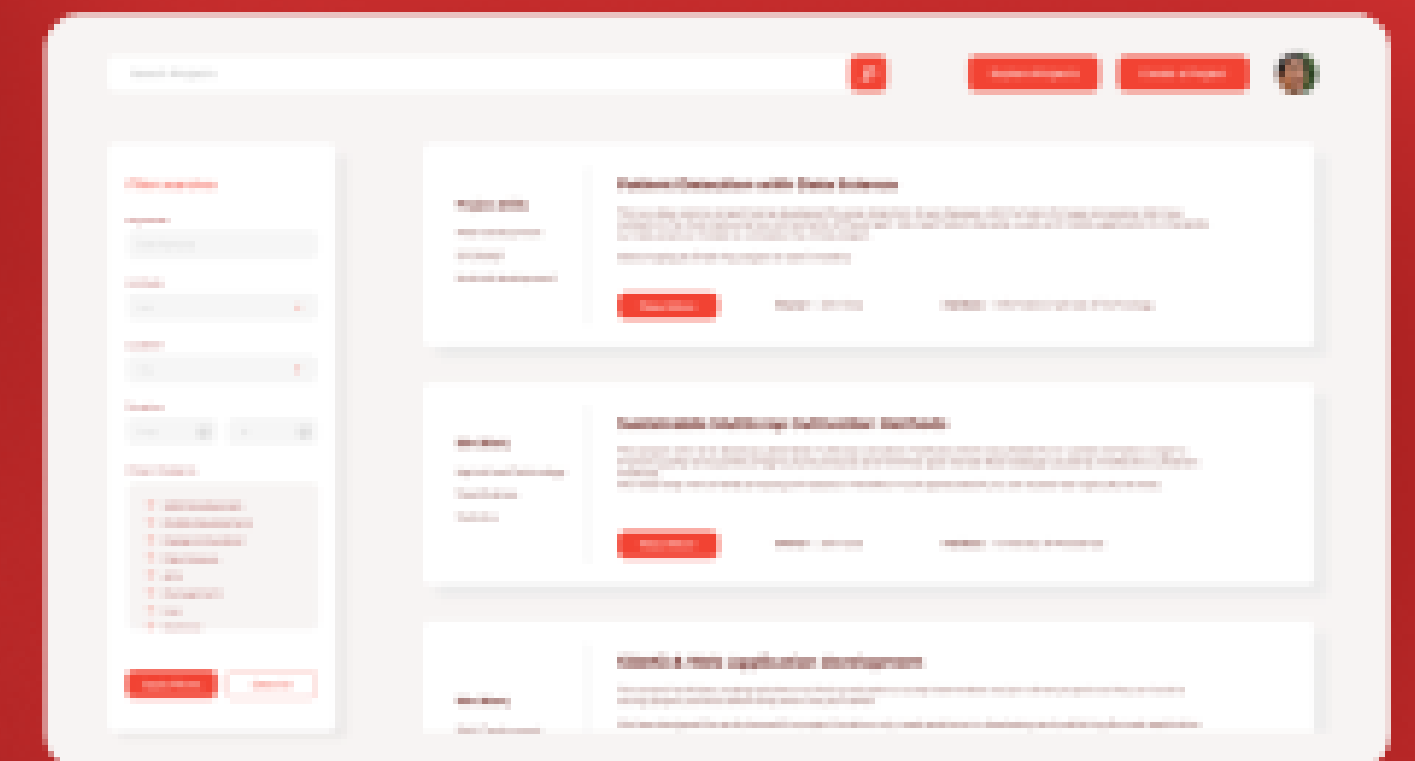
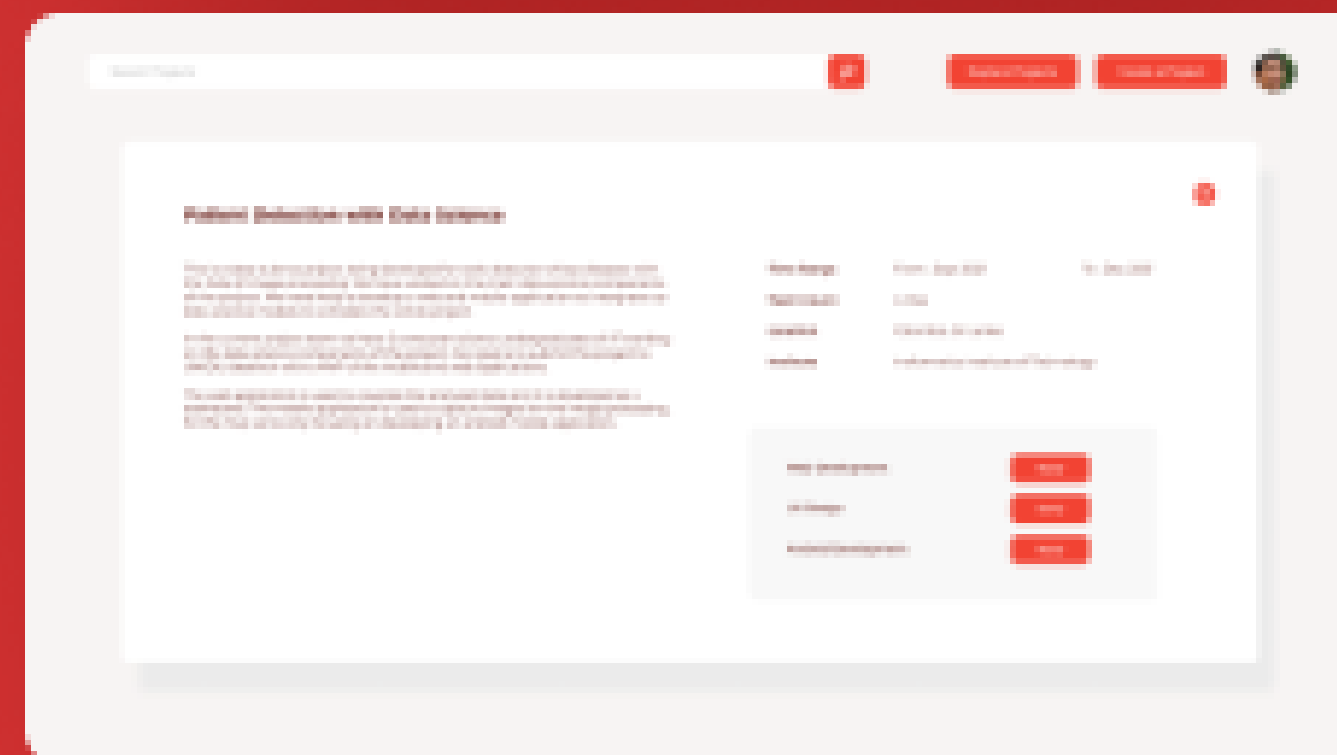
Make payment

# Design

## Low Fidelity Digital wireframes



# SideKick



# SideKick

<https://dimalgallage.github.io/pages/sideKick>

## Target Audience

University Students  
Fresh Graduates

## Role

UX Designer

# Problem

“OMG! I Just had an amazing idea for a pet project. If I get it done It would look great in my resume.”

“But I’m a Business undergraduate. I need people who are good at coding and design.”

“How am I going to find a good team for my project who are good in other areas”

## **Problem**

University students engage in lots of pet projects. For these projects they appreciate a better way to find teammates in areas they do not have experience in.

ex:- A business major wants someone who knows coding to develop a new app he designed

## **Solution**

SideKick is a web application dedicated for students and academic personnel to find or join a group projects to to participate in to improve their experience and work profile.

## **Problem Background**

University projects are some of the most important points where a student can score to gain a competitive edge in the current job market. Most students tend to do more projects on their own than the ones assigned by their university to update their cv or portfolio.

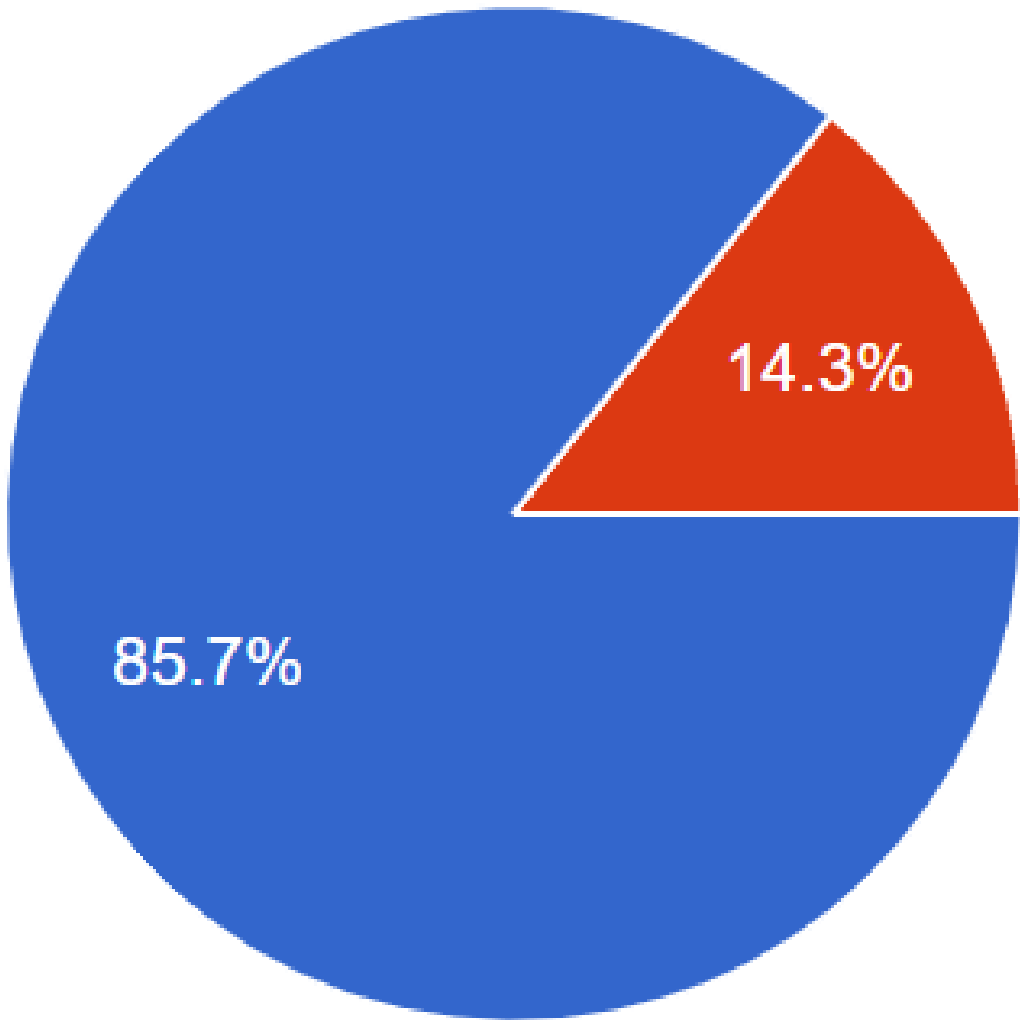
Even though a student might have done many projects, most employers value projects that are completed with the collaboration of group of students, because team work and collaboration is an essential part when working for a company.

The problem arises when students are unable to find good teammates to support their brilliant project idea or then a student wants to join a project team to improve their and showcase their skills and knowledge.

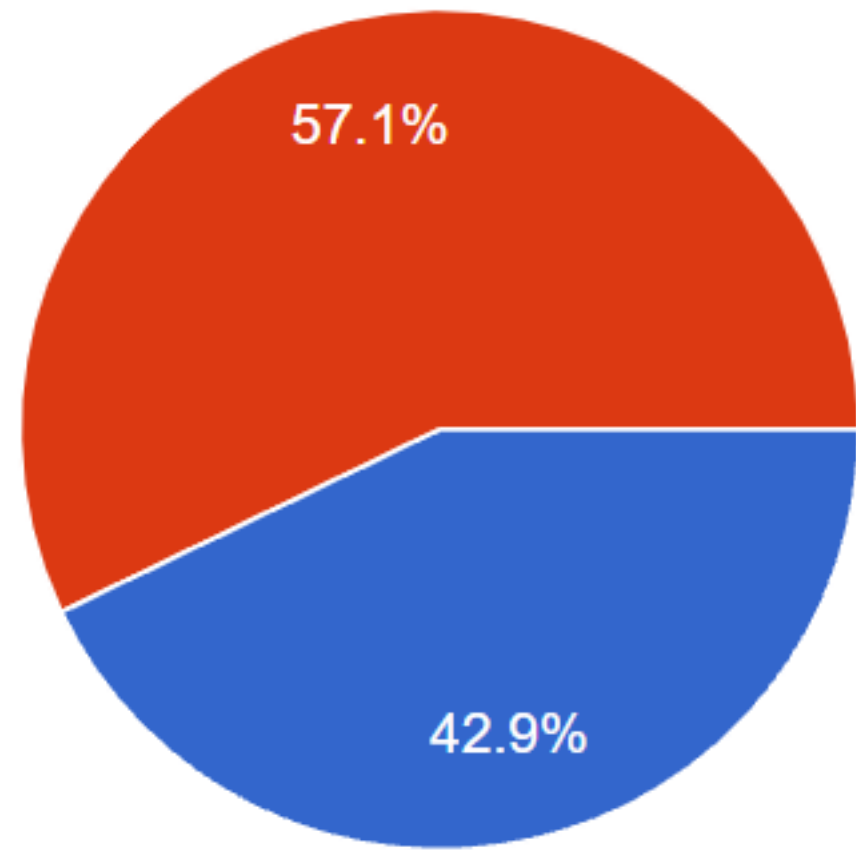


# Qualitative User analysis

To understand the problem faced by the target audience and to better understand the background of their problems I conducted a online servey among a group of university students.

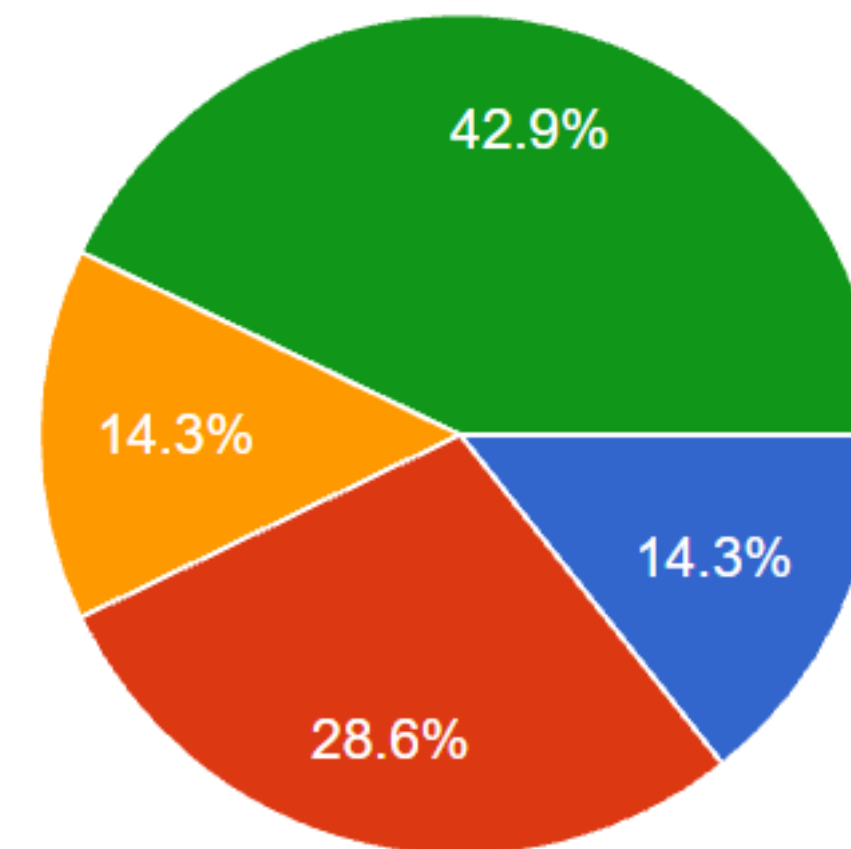


**85.7%** of the participants were undergraduate students. Remaining participants are recent graduates.

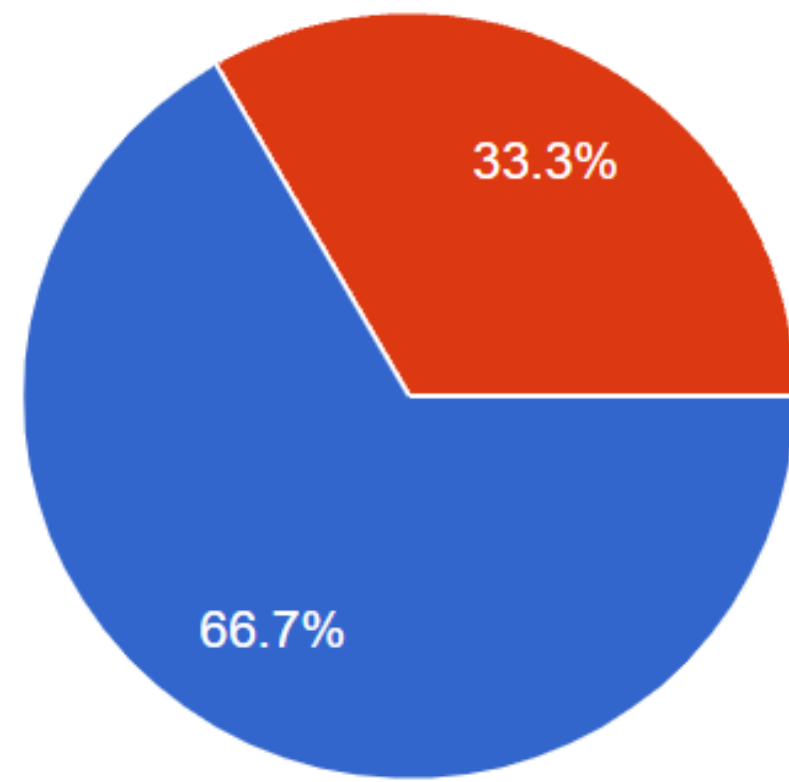


**42.9%** of the participants work on projects other than the ones that are assigned by their universities.

Participants frequency of working on extra curricular projects with the intention of improving their resume or cv



- Everyday
- Once a week
- More than once a week
- Once a month
- More than once a month



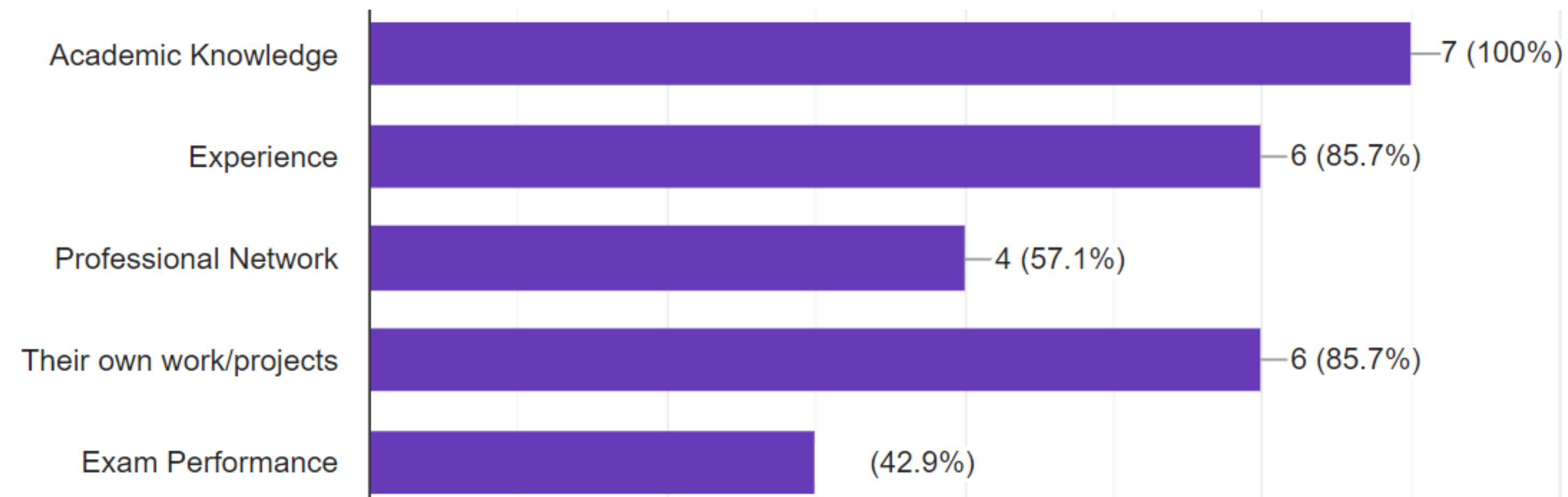
**33.3%** Had trouble finding proper teammates for their group projects

They had agreed on different opinions on teammates in a group projects



**100%** of the participants were in a situation where they couldn't do the project properly because the teammates they didn't have any knowledge or prior experience on the tasks they are assigned.

They considered the following when choosing a teammate for their projects



## User Persona 01



Name: John Doe

User Group: Fresh Graduate

John Doe is a fresh Computer Science graduate. He is currently applying to multiple companies for work.

### Goals

Needs to create a strong portfolio

Secure a good job offer

### Frustrations

Only have university assignments to show his skills

## User Persona 02



Name: Jane Doe

User Group: University Student

Jane Doe is a Business undergraduate in a university. She is an ordinary university student who completes her assignments with the goal of successfully completing her degree.

### Goals

Successfully complete her degree

Secure a good job offer after graduation

Create a strong portfolio of projects before graduating

### Frustrations

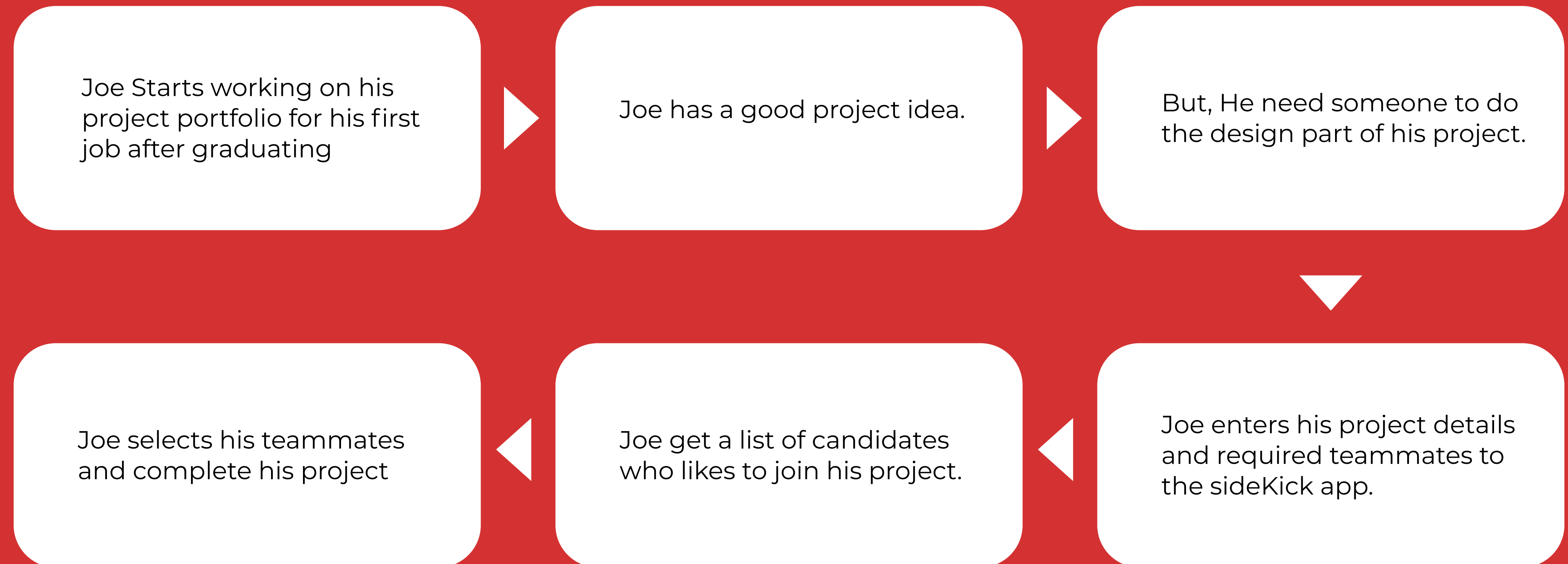
Only have university assignments to show his skills

Don't have any good pet project ideas

## Painpoints of Target Audience

- Students who are not much socialized does not get a chance to join other pet projects.
- Students do not have a way to get to know about others skills and experiences.
- Students want to find a good team for academic level competitions.
- Fresh graduates cannot rely on their batch mates to do projects with them anymore.
- Most students only have skills and experience in limited number of subjects

## User Story 01





# User Journey

## Scenario 01

John is trying to select good teammates for his projects . Therefore he publish his project on the web application with the intention of selecting several students to work with him on his project.

## User Goal

Succesfully select members for his team to complete his project.

## User Persona 01

Flow	Publishing a Project	Selecting Candidates		Post Selection
		Receiving Application	Candidate Selection	
User Tasks	Enter project details in the form & publish the project	View all recived applicaions  Review applied profiles	Decline unsuitable applicants  Accept a suitable application.	Connect with the applicant  Assign project tasks to the applicant
Mindset	<p>“Do I really need a team to do this project?”</p> <p>“What Information should I publish and shouldn't publish”</p>	<p>“Awsome someone is intersted in my project”</p> <p>“How long should I wait before considering this applicant”</p>	<p>“Are they really qualified as they say”</p> <p>“I want to know more about this applicant”</p>	<p>“How do i connect with his applicant”</p> <p>“How do I keep track of his work on the project”</p>
Opportunities	<p>Add splash screens before signup mentioning the pros of group projects over individual projects</p> <p>Prompt project owners not to publish any details that someone might use to plagerise their work</p>	<p>Use email and browser notifications for the recived applications</p> <p>Give a time limit for a application to be kept unopened</p>	<p>Provide links to portfolios and linkedin to assess a candidate in his application</p>	<p>Add a in-app chat application for the project owners to connect with applicants</p> <p>Reccoment 3rd party project management applications to project owners</p>

## User Story 02



# User Journey

## Scenario 01

Jane is a university student looking for projects to do to strengthen her resume for her first job after graduation

## User Goal

Find a group project to join and work on to showcase her skills and knowledge.

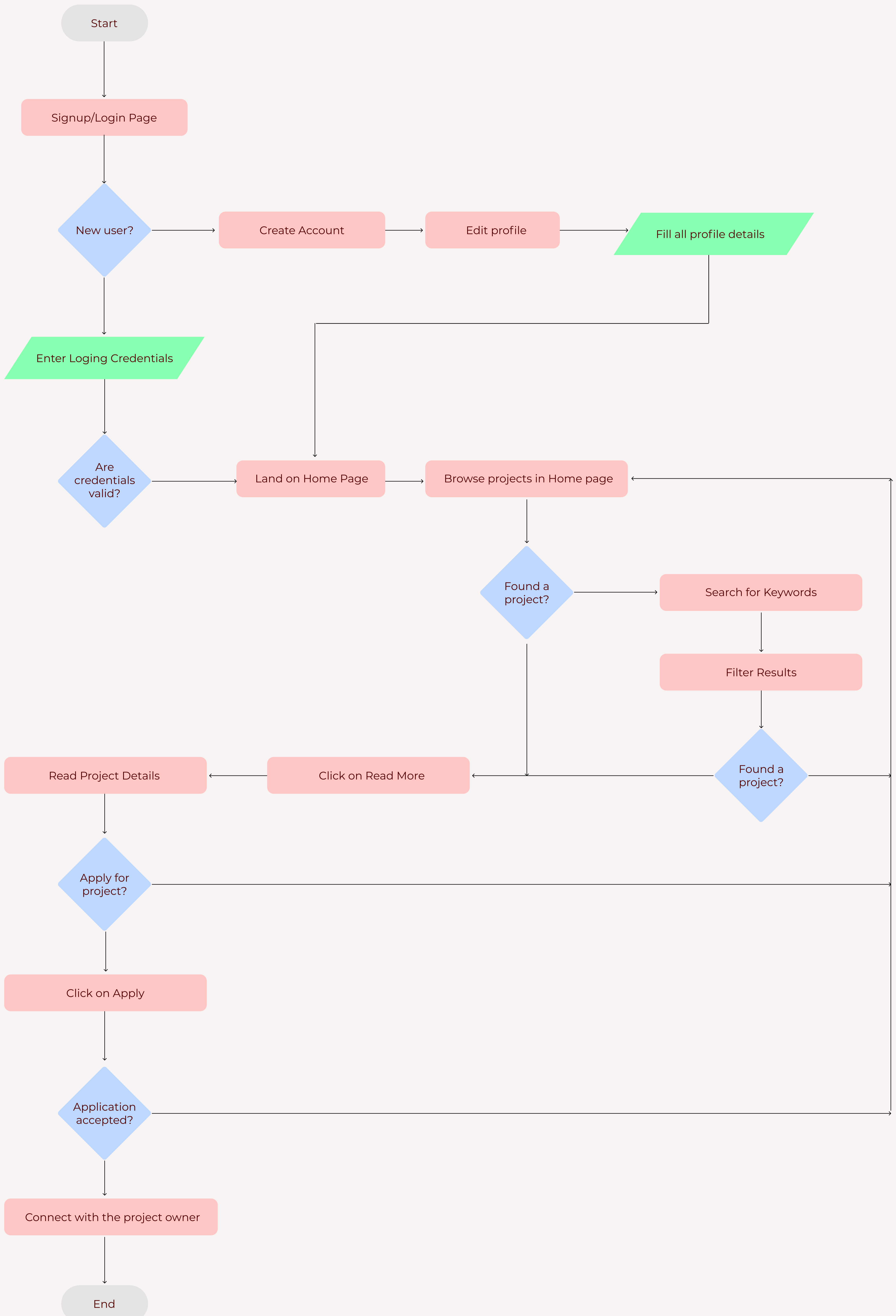
## User Persona 02

Flow	Browse a project	Sending an application	Application consideration period	Application Result
User Tasks	<p>Search for project keywords</p> <p>Filter project according to different criteria</p>	<p>View project details for each project and check owners want help from areas you like</p> <p>Send an application to the position you want</p>	<p>Wait until the application is either accepted or rejected</p>	<p>Connect with the project owner and work on the project</p> <p>or</p> <p>If rejected browse for another project</p>
Mindset	<p>"what type of projects can I do?"</p> <p>"What if these projects accepts applications from the project owners universities only?"</p> <p>"How do I know if these projects will help to start my career?"</p>	<p>"Is my profile ready for this project"</p> <p>"How do I know if the project owner recived the application"</p> <p>"Can I apply for multiple projects just in case"</p>	<p>"Has the owner even seen my application"</p> <p>"How do I know if my application got accepted or rejected"</p>	<p>"I got accepted to this project, can I remove the other applications I applied"</p> <p>"Why did I get rejected?"</p>
Opportunities	<p>Add projects reccomendations according to the skills and expectations of the user in user profile</p> <p>Allow project owners to add custom restrictions and preferations for their projects.</p>	<p>Indicate users to complete their user profile before they start browsing for projects</p> <p>Allow users to apply for multiple projects at a time</p>	<p>Notifictions to show users once their applications are opened</p> <p>Give project owners a time period to consider an application</p>	<p>Add a application withdraw option</p> <p>Give project owners a opion to provide feedback on the application.</p>

# User Flows

## Scenario 01.

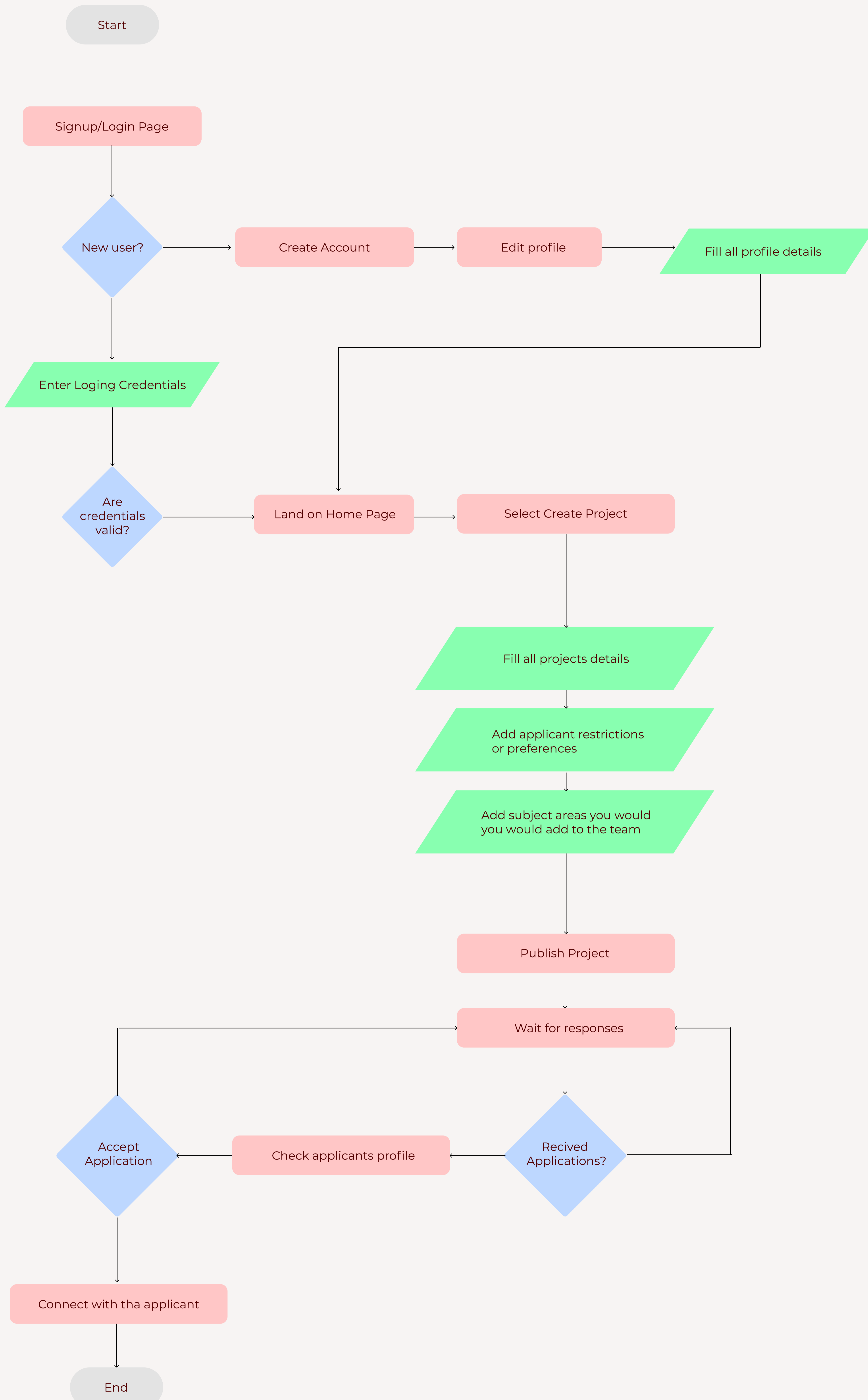
The following chart indicates the users flow in the application for a scenario where an user search and apply for a project.



## User Flows

### Scenario 02.

The following chart indicates the users flow in the application for a scenario where an user create and publish their project in the application to connect with people interested in their project to work with them.

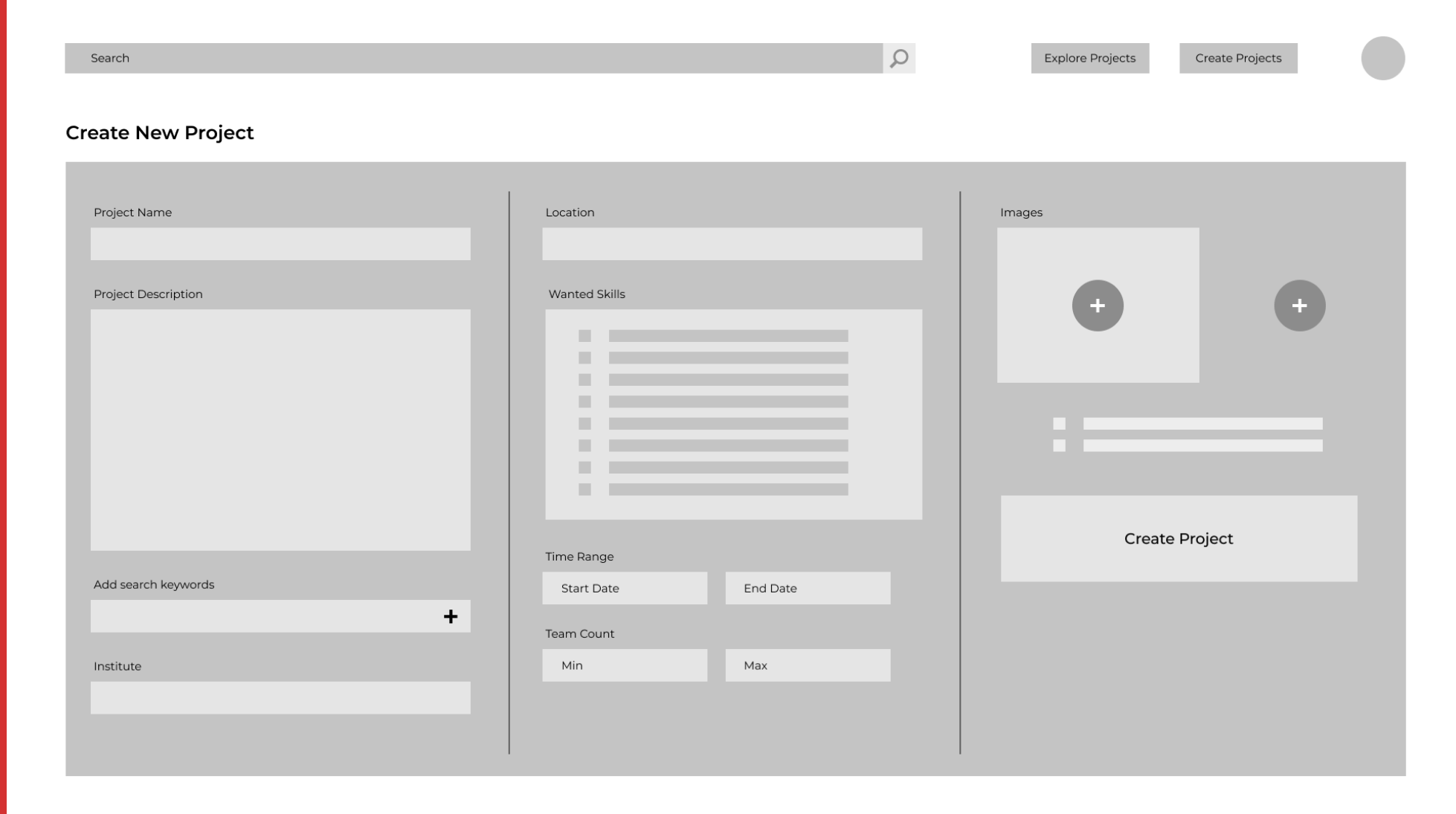
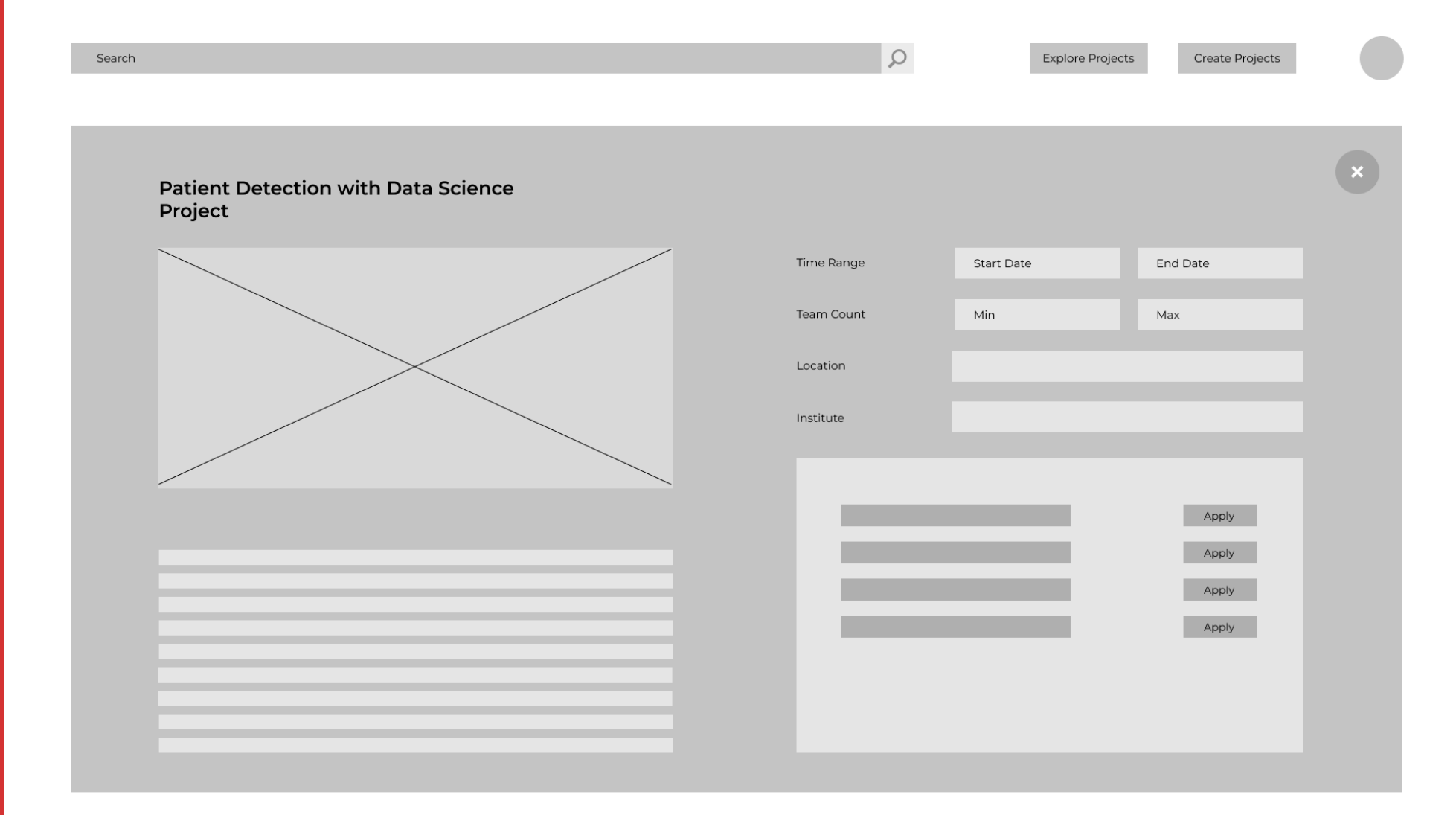
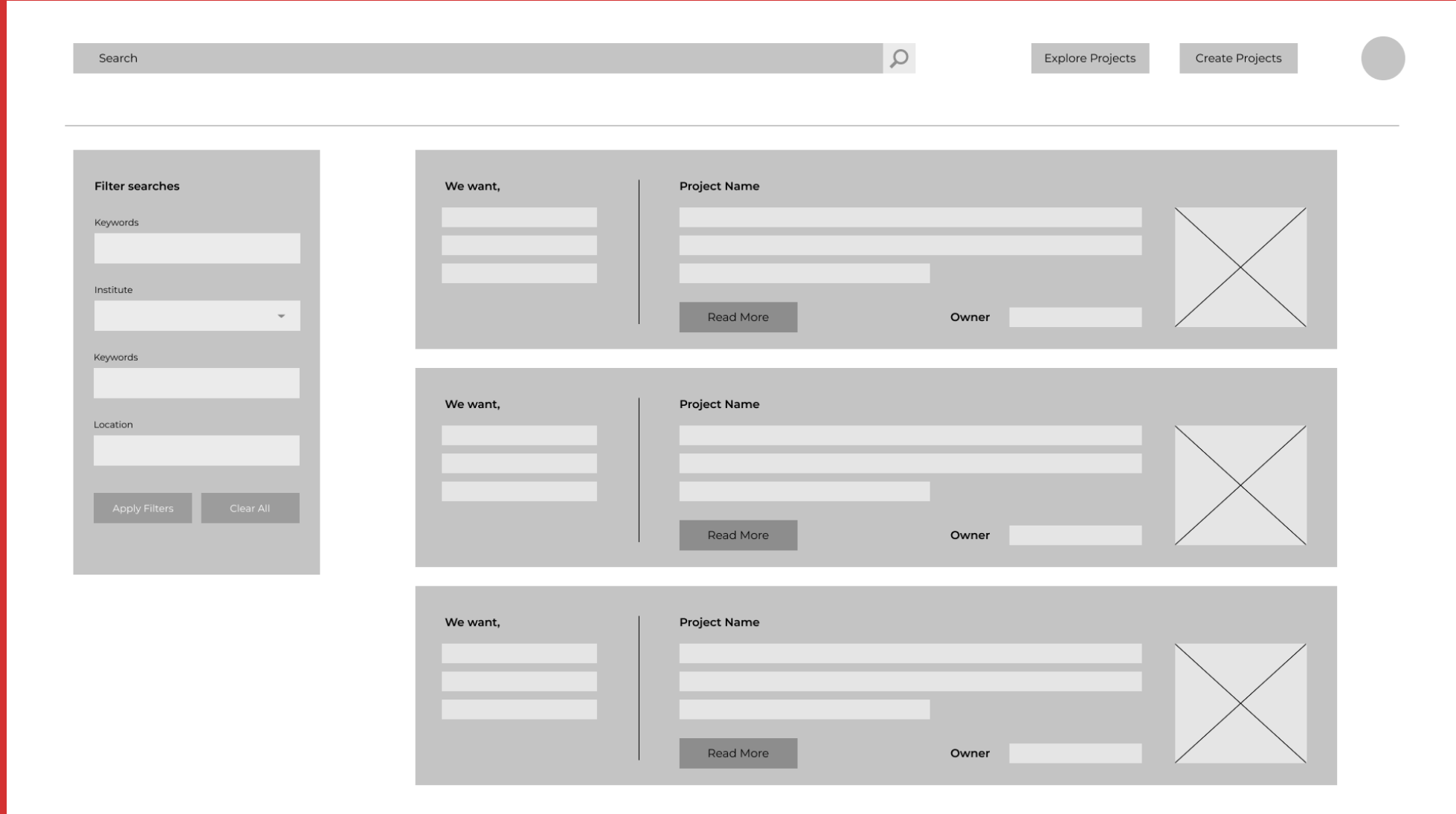
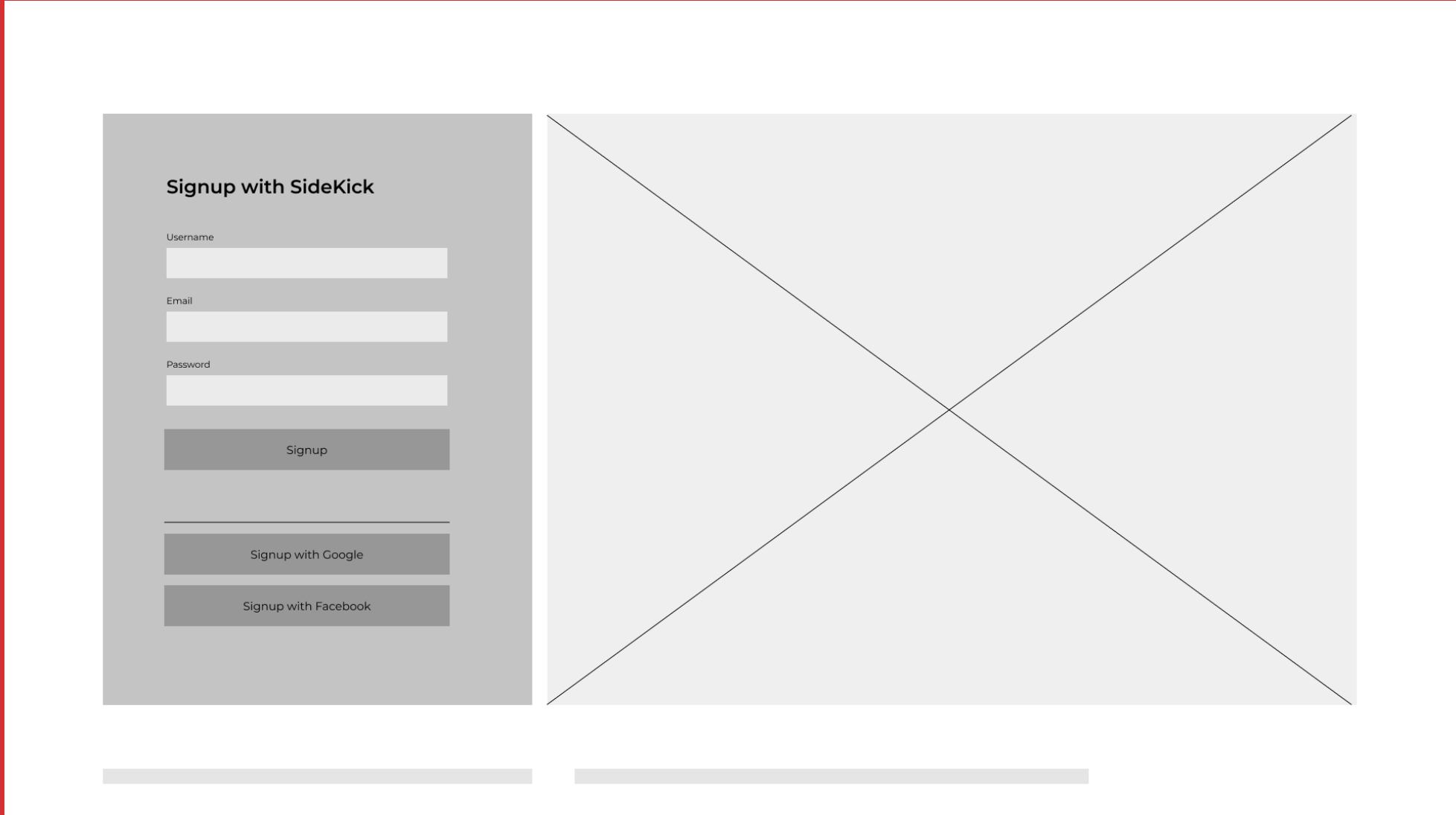


# Information Architecture

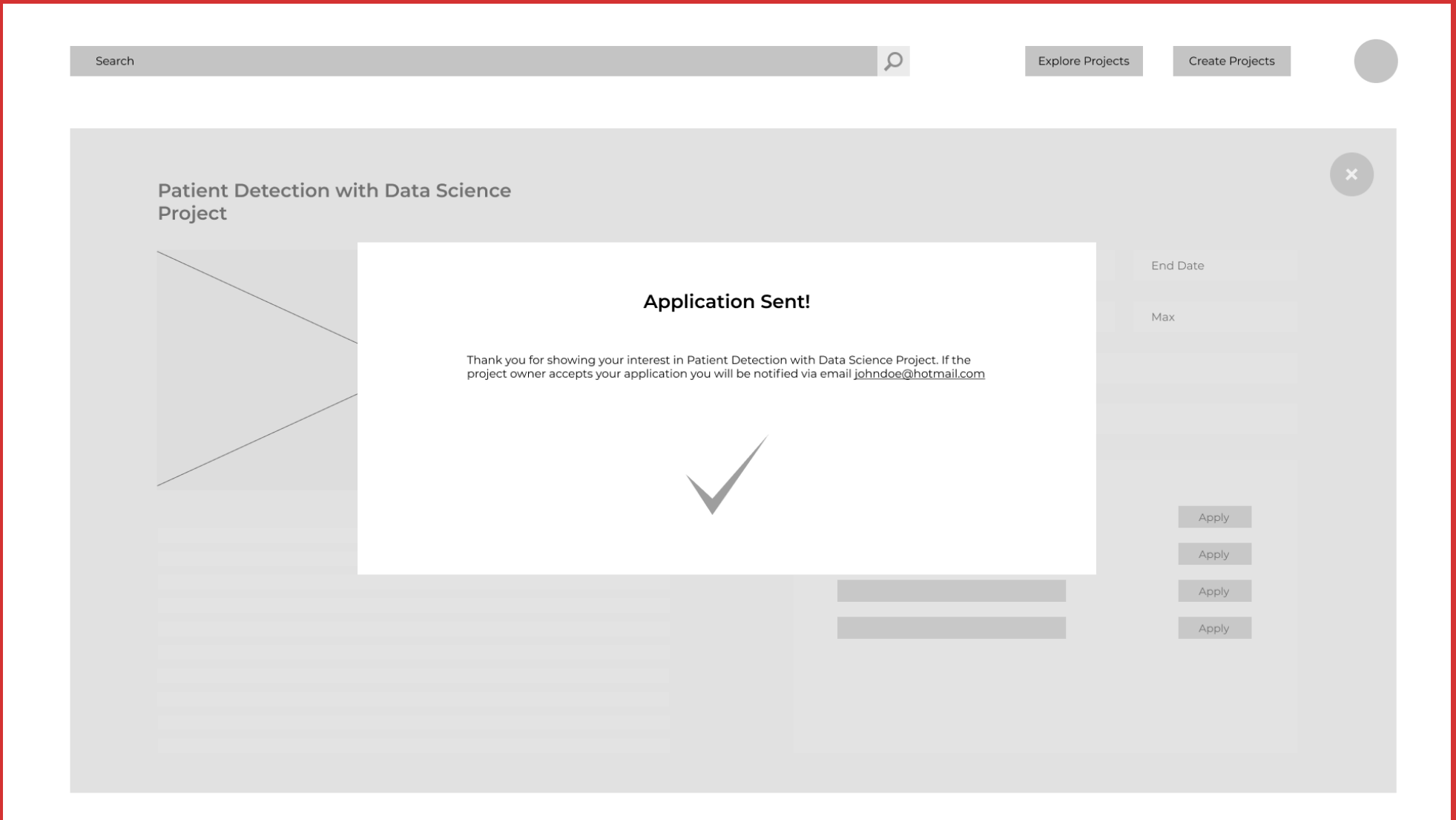
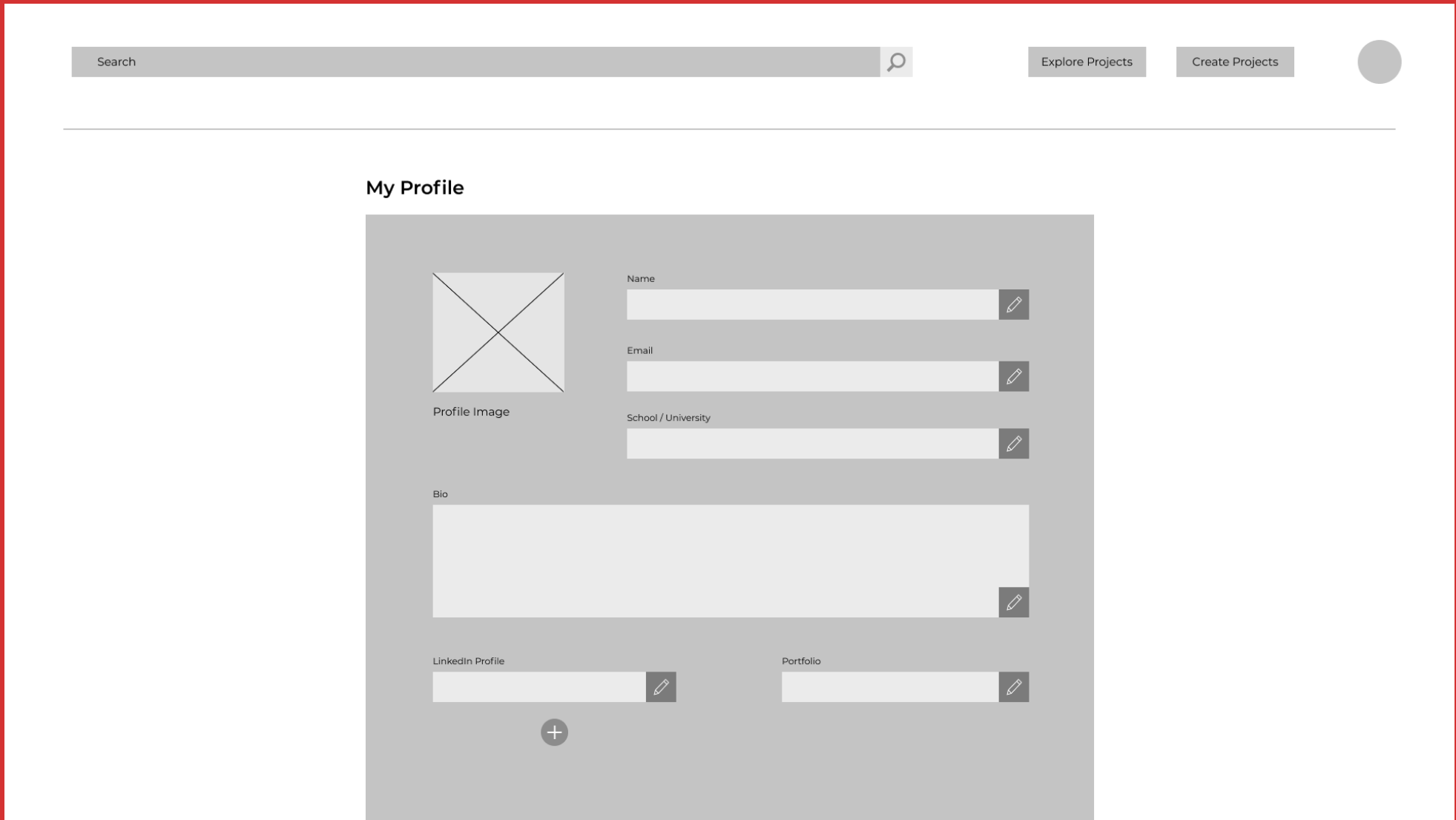
The following diagram represent the organized structure of the web application presenting the functionality of the application for the ease of understanding wha the solution might be.



# Digital Low Fidelity Wireframes



# Digital Low Fidelity Wireframes





## High Fidelity Wireframes

**Signup**

Username

Email

Password

Signup

---

Signup with Google

Signup with Facebook

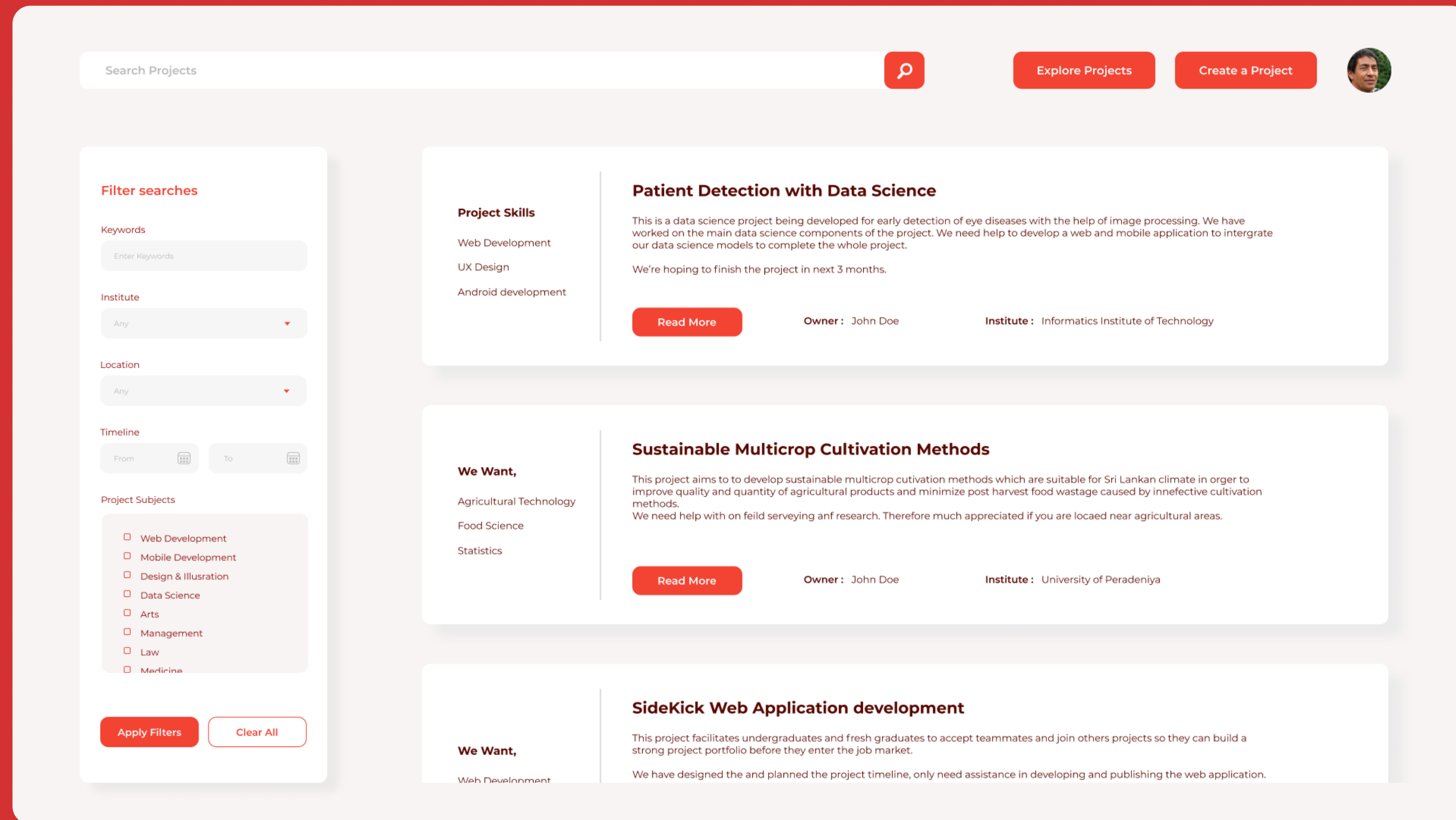
# SideKick

[View our privacy policy and terms & conditions](#)

1.

Sign In Screen

# High Fidelity Wireframes

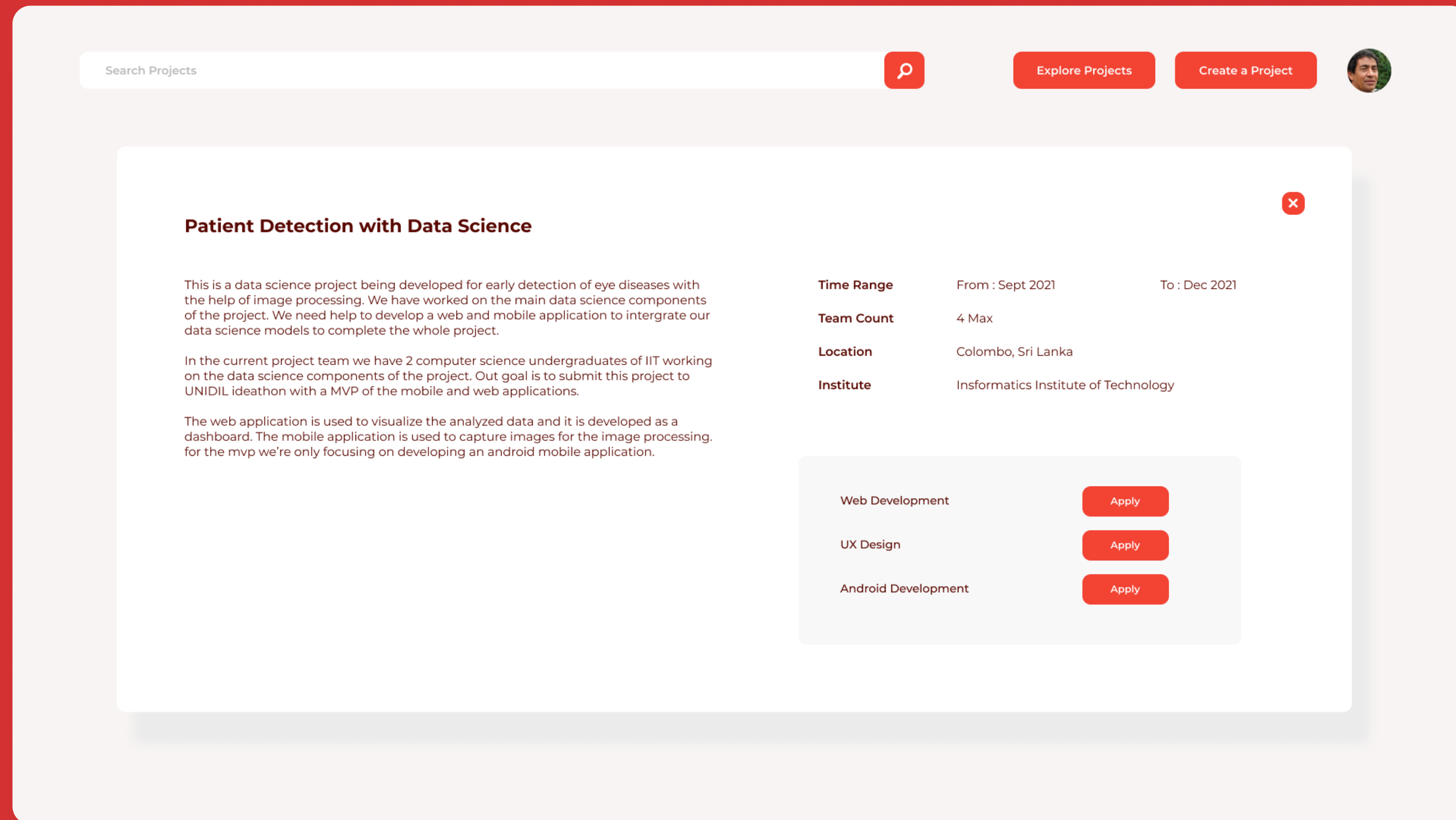


# 2.

## Home screen

This screen shows users with available projects that they can join as well as a search feature and filtering options

## High Fidelity Wireframes



# 3.

## Project Detail Screen

This screen shows users expanded view of each project allowing them to see all key details and option to apply to the project directly.

# High Fidelity Wireframes

Search Projects

Explore Projects

Create a Project

### Create New Projects

Project Name

Project Title

Project Description

Type your project description

Location

Project Title

Wanted Skills

Add Skills

Images

+

+

Create Project

Add Search Keywords

Add Keywordsp

Institute

Institute

Time Range

Start Date

End Date

Team Count

Min

Max

# 4.

## Project Create Screen

Project create screen present users with a form to add all details of a ongoing or upcoming project for other users to join.

## High Fidelity Wireframes

Search Projects

Explore Projects

Create a Project

**Name**

John Doe

**Email**

johndoe@hotmail.com

**Bio**

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris porttitor lacus facilisis, euismod ipsum quis, dignissim turpis. Nam quis eleifend nulla. Nullam id ligula at sapien auctor venenatis. Curabitur tempus metus nisl. Donec at porta elit. Vestibulum libero augue, mattis sed efficitur sit amet, porta et ipsum. Etiam ullamcorper massa mollis varius mattis. Aenean condimentum gravida magna, eu euismod augue dapibus sed.

**LinkedIn Profile**

https://www.linkedin.com/johnDoe/

**Portfolio**

https://www.johndoe.com

**Highest Professional Qualification ( Ongoing / Completed )**

Informatics Institute of Technology


**Completed Projects**

Patient Detection with Data Science

# 5.

## Profile Screen

Profile Screen Page consist of personal and educational details of a users. When a user applies to a project the project owner can take a decision based on these details.

Search Projects 🔍 Explore Projects John Doe johndoe@hotmail.com 

**Filter searches**

Keywords  
Enter keywords

Institute  
Any

Location  
Any

Timeline  
From To

Project Subjects

- Web Development
- Mobile Development
- Design & Illustration
- Data Science
- Arts
- Management
- Law
- Marketing

Apply Filters Clear All

**Project Skills**

Web Development  
UX Design  
Android development

**Patient Detection with Data Science**

This is a data science project being developed for early detection of eye diseases with the help of image processing. We need help to develop a web and mobile application to intergrate our data science models to complete the whole project.

We're hoping to finish the project in next 3 months.

Read More Owner: John Doe Institute: Informatics Institute of Technology

**We Want,**

Agricultural Technology  
Food Science  
Statistics

**Sustainable Multicrop Cultivation Methods**

This project aims to to develop sustainable multicrop cultivation methods which are suitable for Sri Lankan climate in order to improve quality and quantity of agricultural products and minimize post harvest food wastage caused by ineffective cultivation methods. We need help with on field surveying and research. Therefore much appreciated if you are located near agricultural areas.

Read More Owner: John Doe Institute: University of Peradeniya

**We Want,**

Web Development

**SideKick Web Application development**

This project facilitates undergraduates and fresh graduates to accept teammates and join others projects so they can build a strong project portfolio before they enter the job market.

We have designed the and planned the project timeline, only need assistance in developing and publishing the web application.


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UX Design  
Android development

**Patient Detection with Data Science**

This is a data science project being developed for early detection of eye diseases with the help of image processing. We have worked on the main data science components of the project. We need help to develop a web and mobile application to intergrate our data science models to complete the whole project.


We're hoping to finish the project in next 3 months.

Read More Owner: John Doe Institute: Informatics Institute of Technology

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Colby Whitley	<a href="#">View Profile</a>	<span>Accept</span>	<span>Reject</span>	

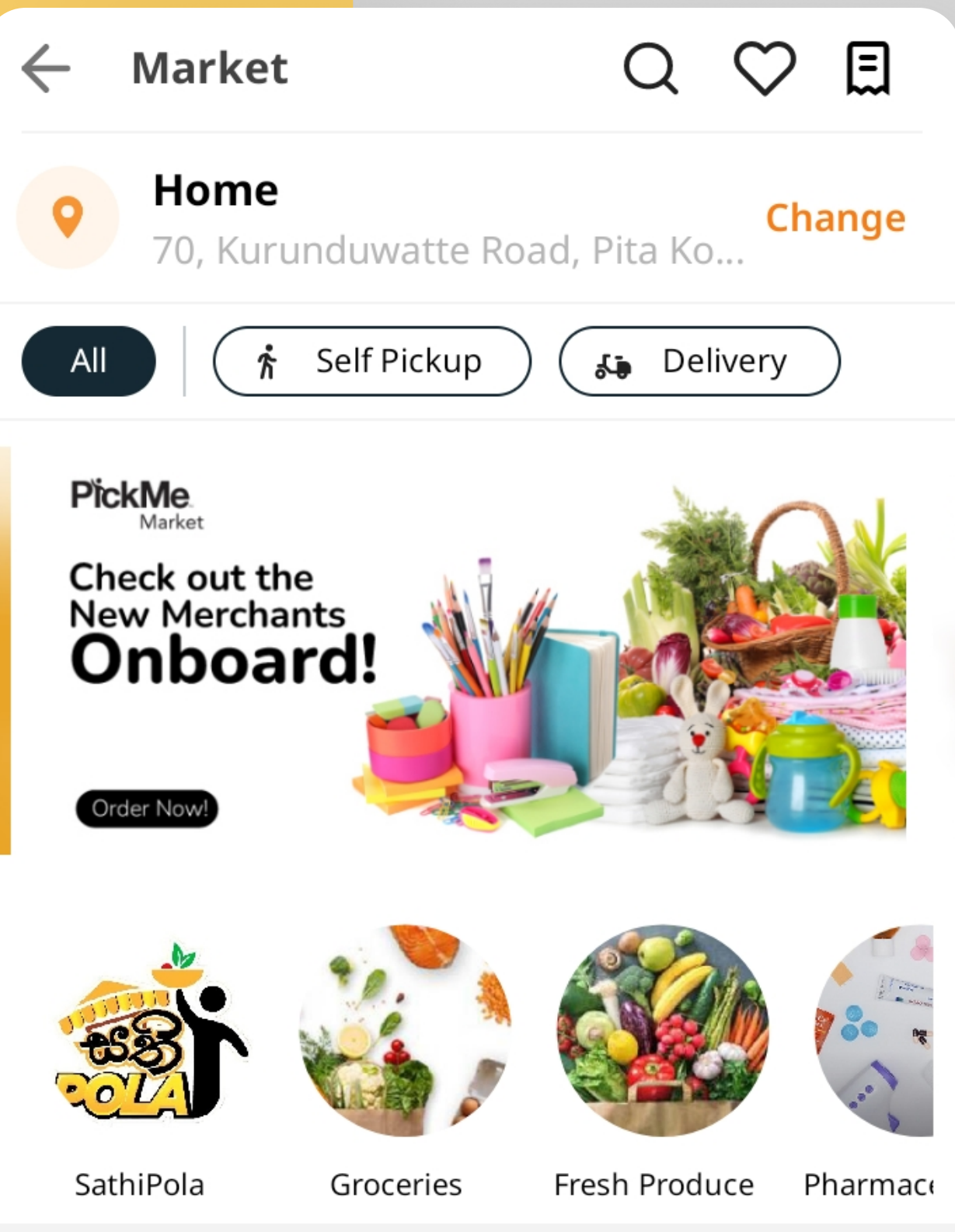
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<b>Automated Banking University Project</b>	21 days	<span>Withdraw</span>
<b>Adora.lk Web Project</b>	21 days	<span>Withdraw</span>
<b>Social media for education research project</b>	21 days	<span>Withdraw</span>

Pick



# Pickme Market Case Study

Picked Up For You



## **Process**

Identifying Pickme Marketplace Background

UX Issues in the Existing Flow

Ideating Solutions for Existing Issues & Solution Design

## **Goal of the Casestudy**

Goal of this case study is to identify user experience issues within the market section of the PickMe mobile application and ideate potential solutions for those issues.

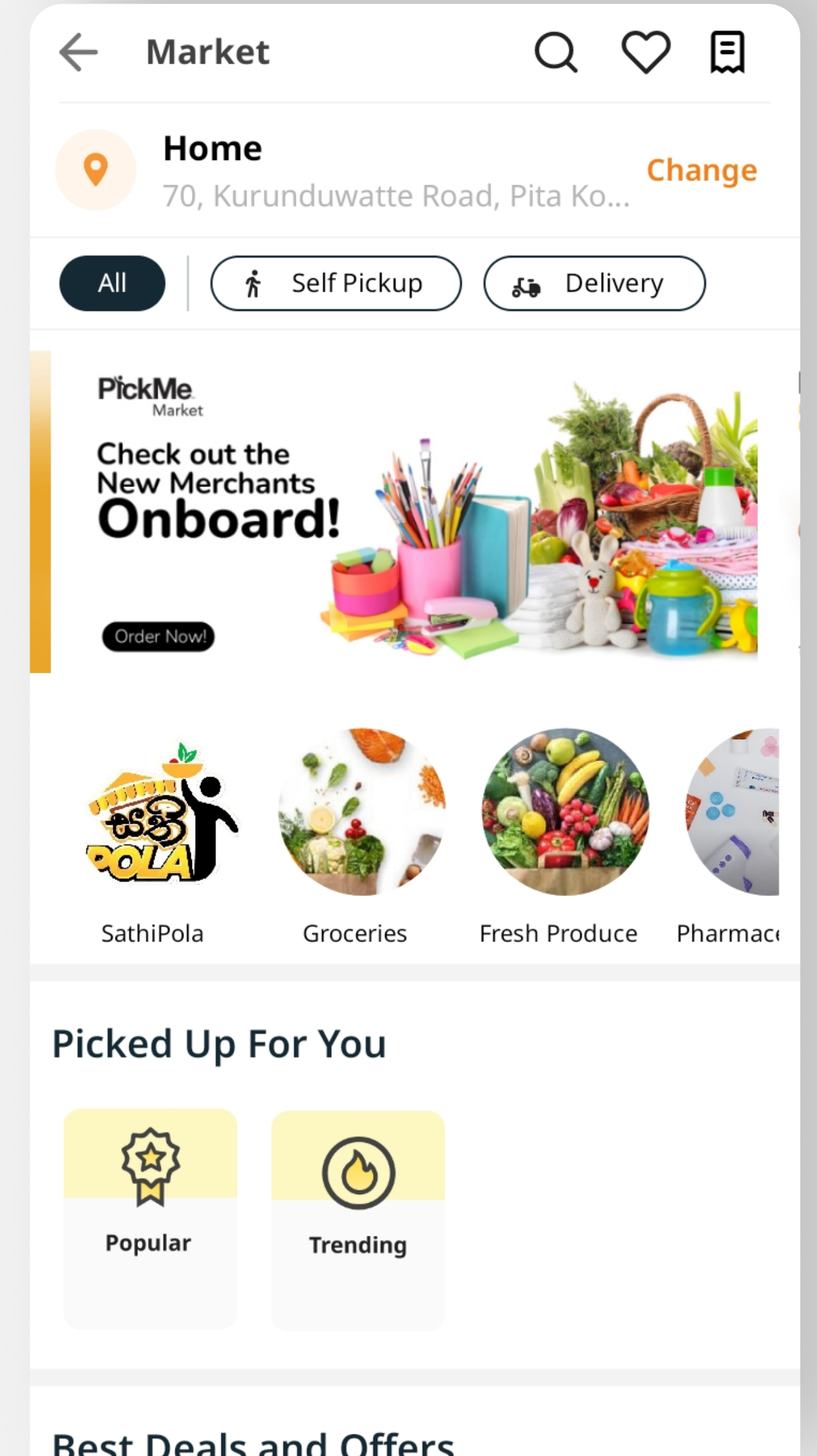


# Identifying PickMe Marketplace Background

# What is this?

PickMe Marketplace facilitates its users the doorstep delivery of essentials, groceries, pharmaceuticals and many more via the market section of the PickMe mobile app.

This section is used by general PickMe users to purchase a product(s) from a store and start the delivery process instantaneously.



# Who will be using the PickMe Marketplace?

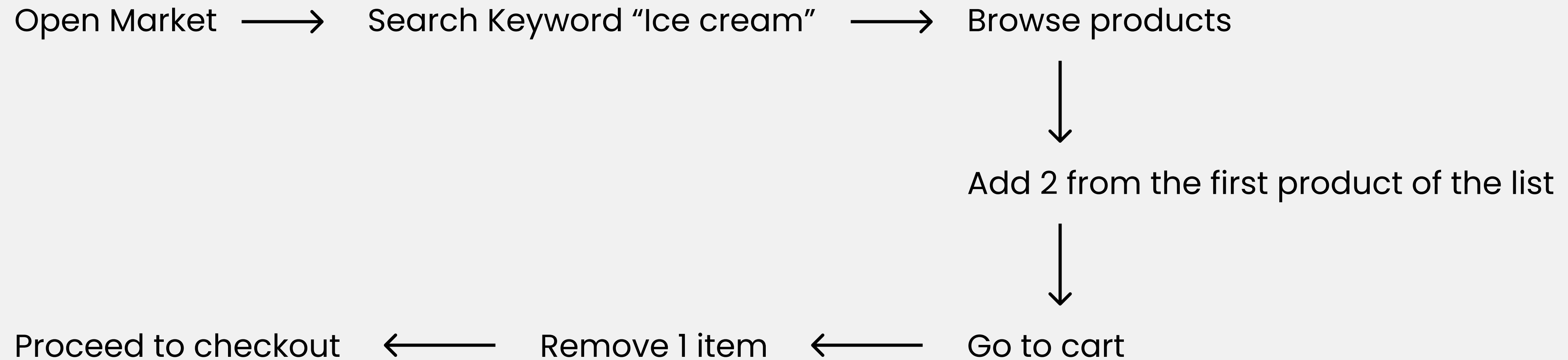
General PickMe User

## What is the main goal of a PickMe market user?

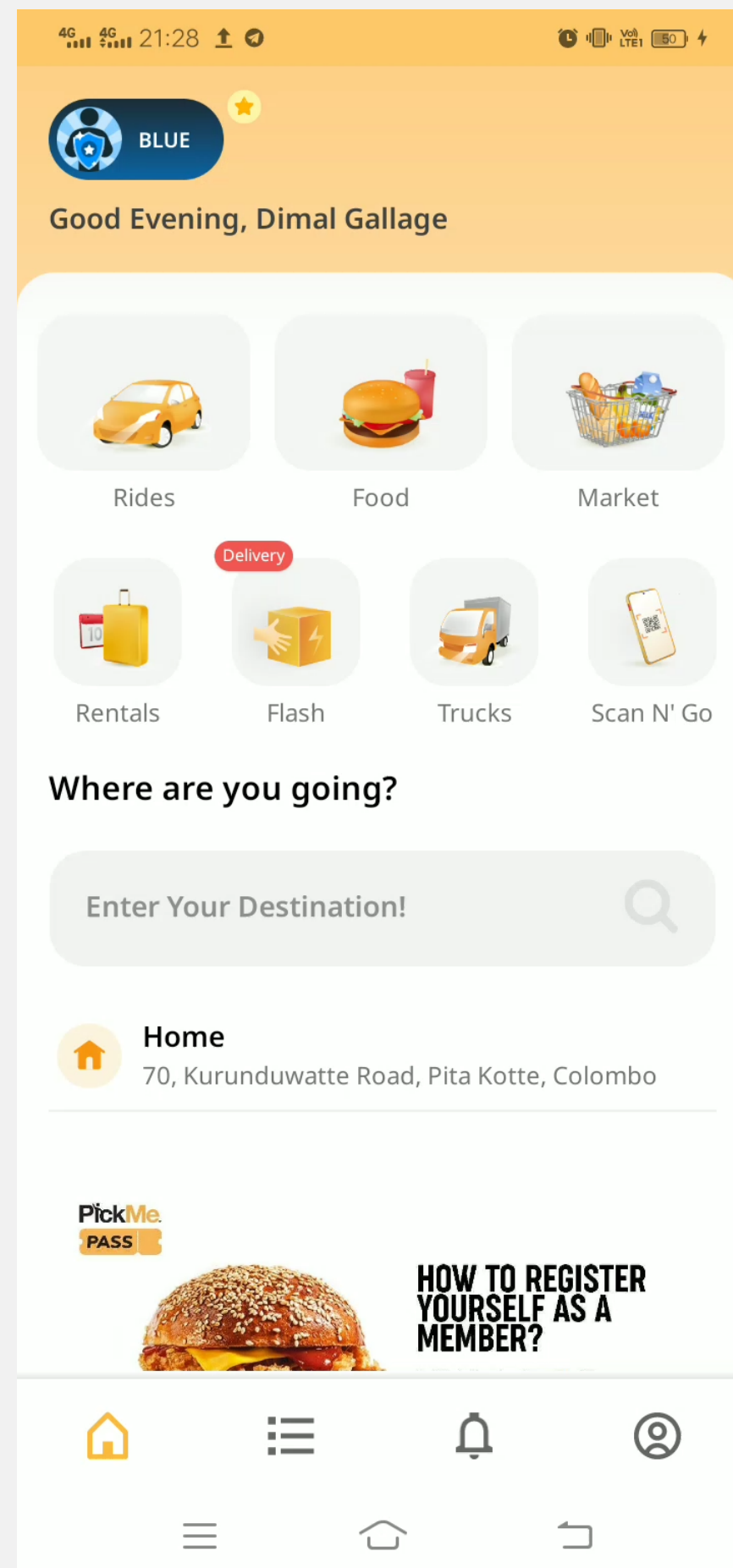
Purchase an Item(s) from a store(s) and start the delivery process instantaneously.

# Testing a user flow to identify UX issues.

Instance - A user search for an "Ice cream" keyword from the search bar. Add 2 items from the same store and check the cart. Then they will decide have only 1 and proceed to checkout.



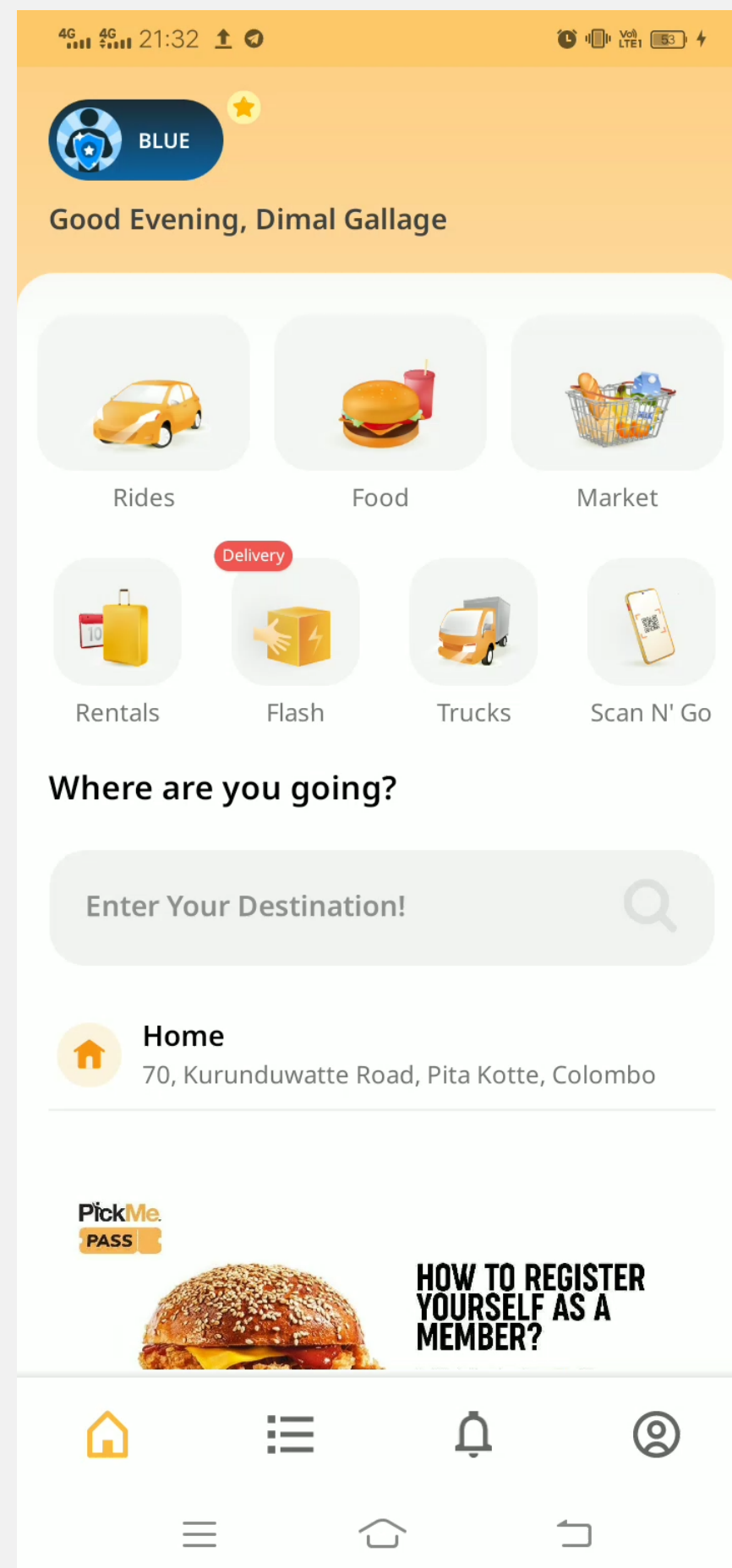
# User flow to identify UX issues.



This screen recording contains the flow of an user who will search an item from the search bar & add it to the cart, once they are directed to shop screen they will go back to the search results screen to add the same product to cart again because his requirement is to add 2 ice-creams to cart.

(Link - <https://www.figma.com/proto/VX5Rgo4K5OUD7BhbdgvlpS/Pickme?page-id=0%3A1&node-id=10-516&viewport=-157%2C1013%2C0.22&scaling=contain>)

# User flow to identify UX issues.



In this screen recording user has the same requirement but when they need to add 2 items, first they will add an item to cart, then after being directed to the shop screen the user will search for the product using the search bar of the shop screen and add one more item to cart.

(Link - <https://www.figma.com/proto/VX5Rgo4K5OUD7BhbdgvlpS/Pickme?page-id=0%3A1&node-id=12-535&viewport=-157%2C1013%2C0.22&scaling=contain>)

# UX Issues in the Existing Flow

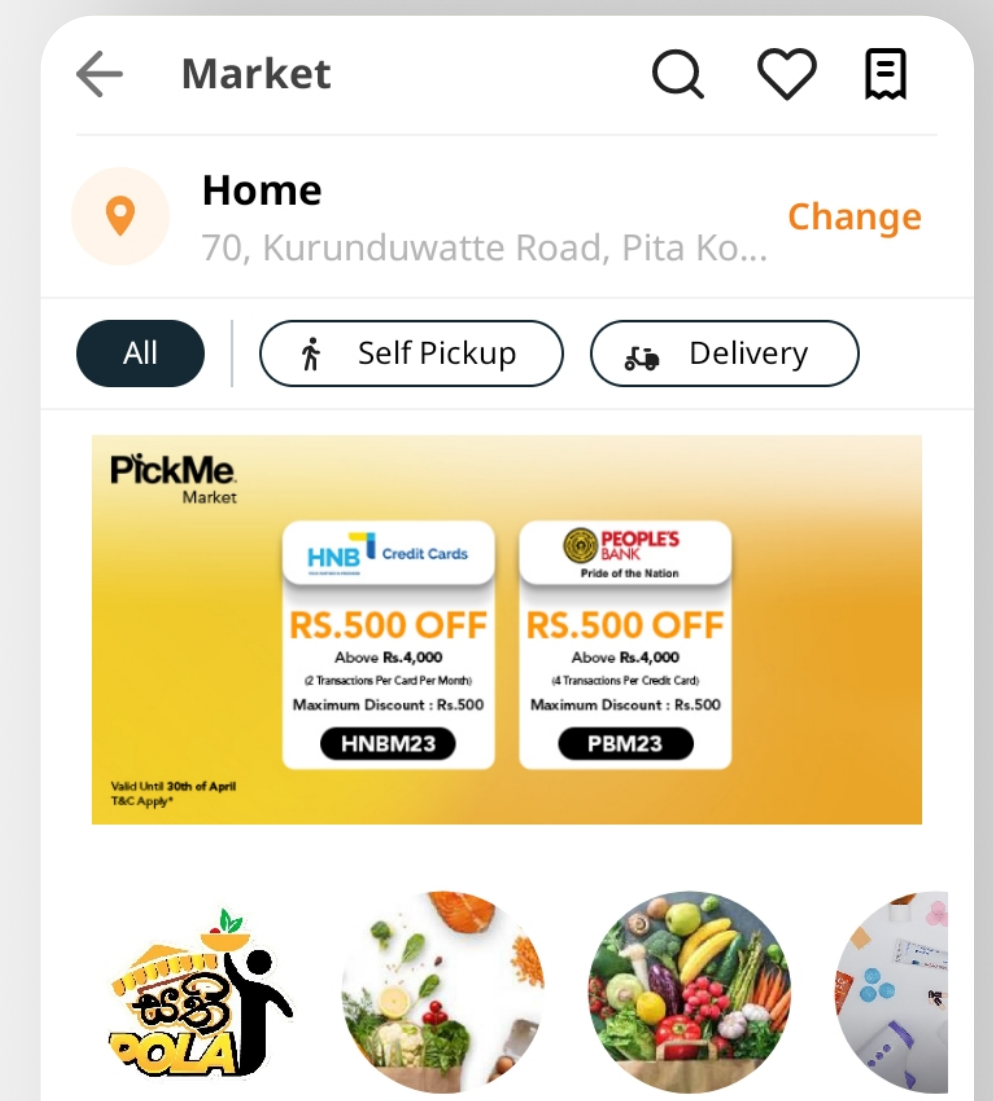
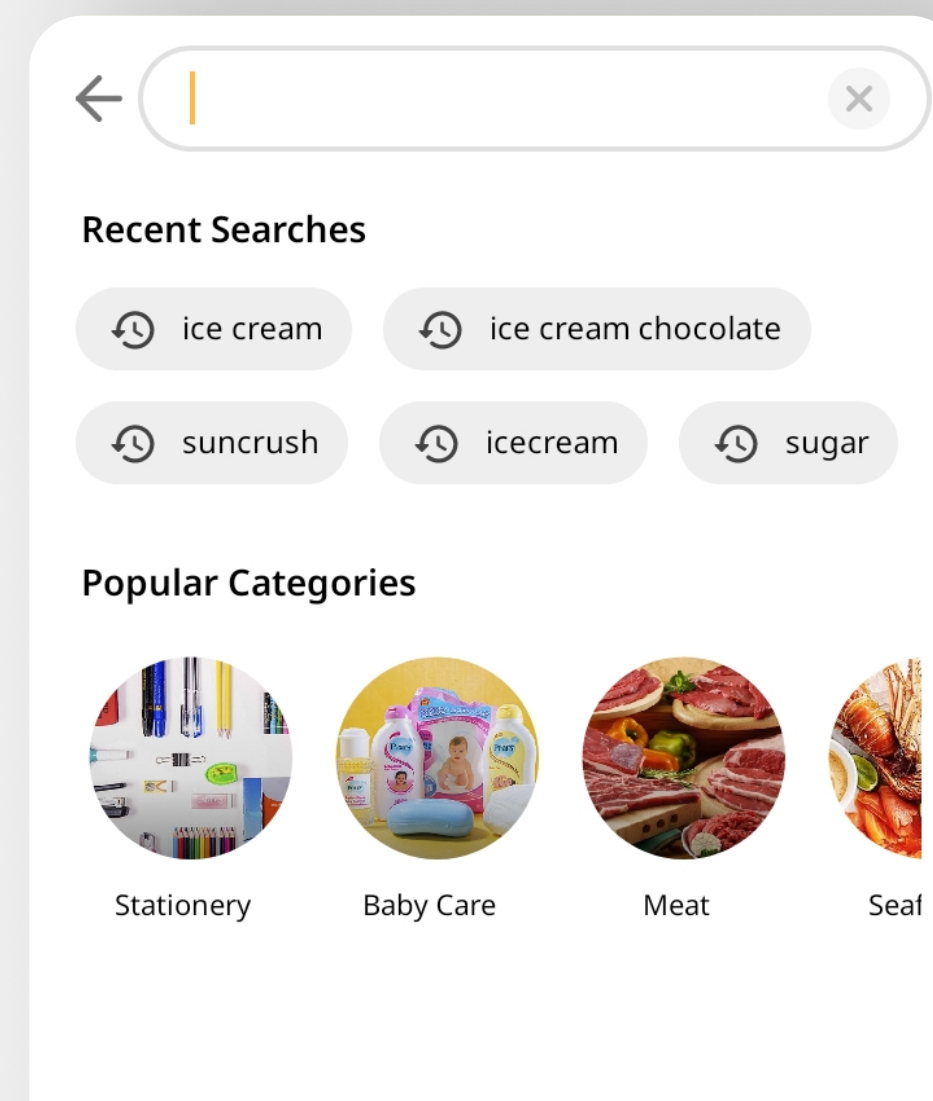
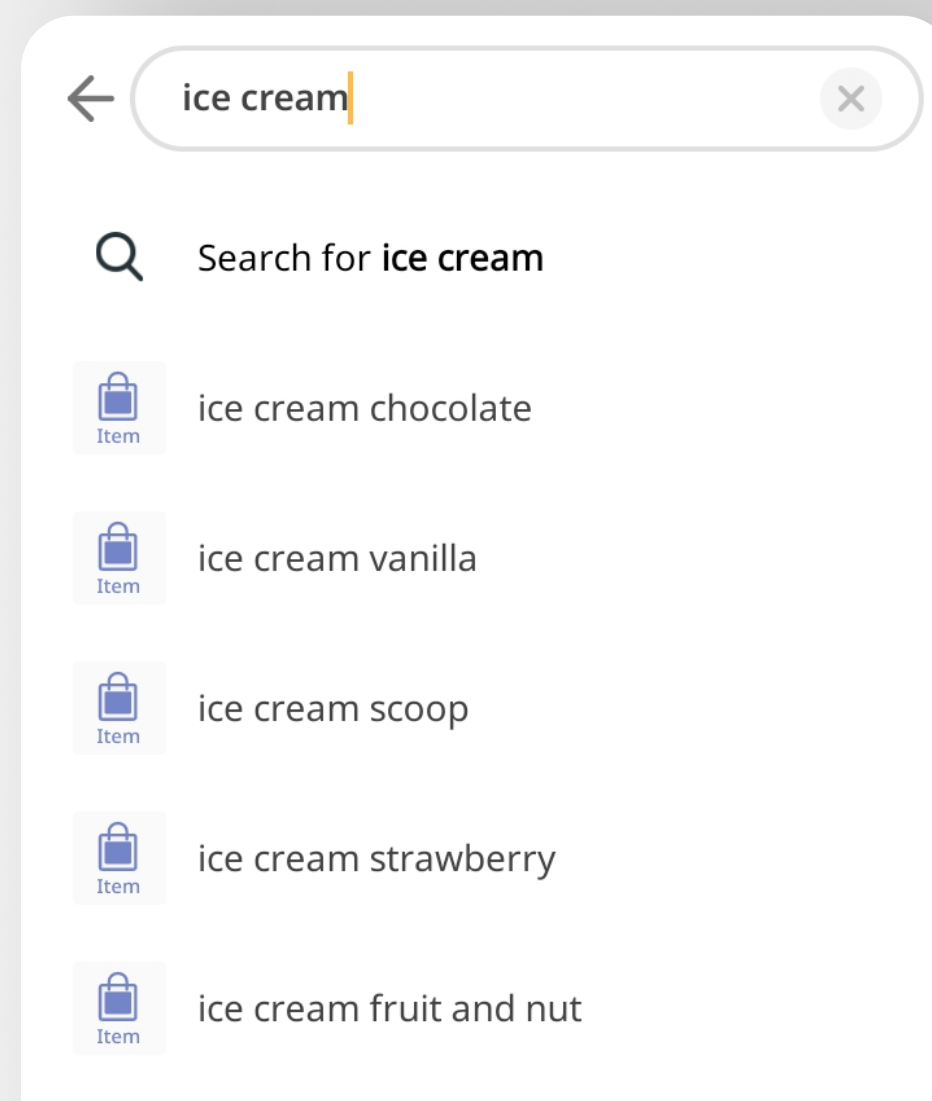
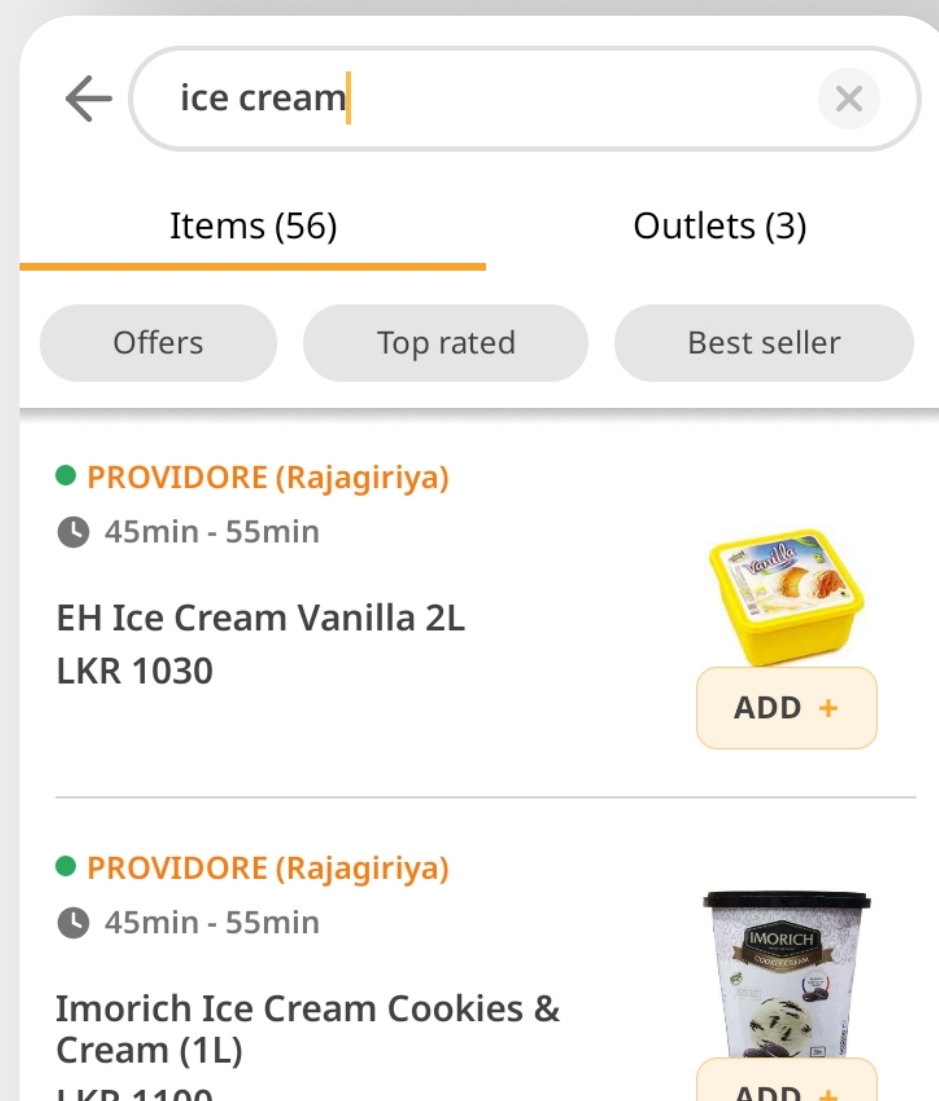
Open Market → Search Keyword "Ice cream" → Browse products → Add 2 from the first 54.

1. Searching for a product using a keyword is functioning properly. However when traversing back to the market screen from the search results page user has to take an extra step to click the back button to clear the input field.

1st tap on the back button

2nd tap on the back button

3rd tap on the back button





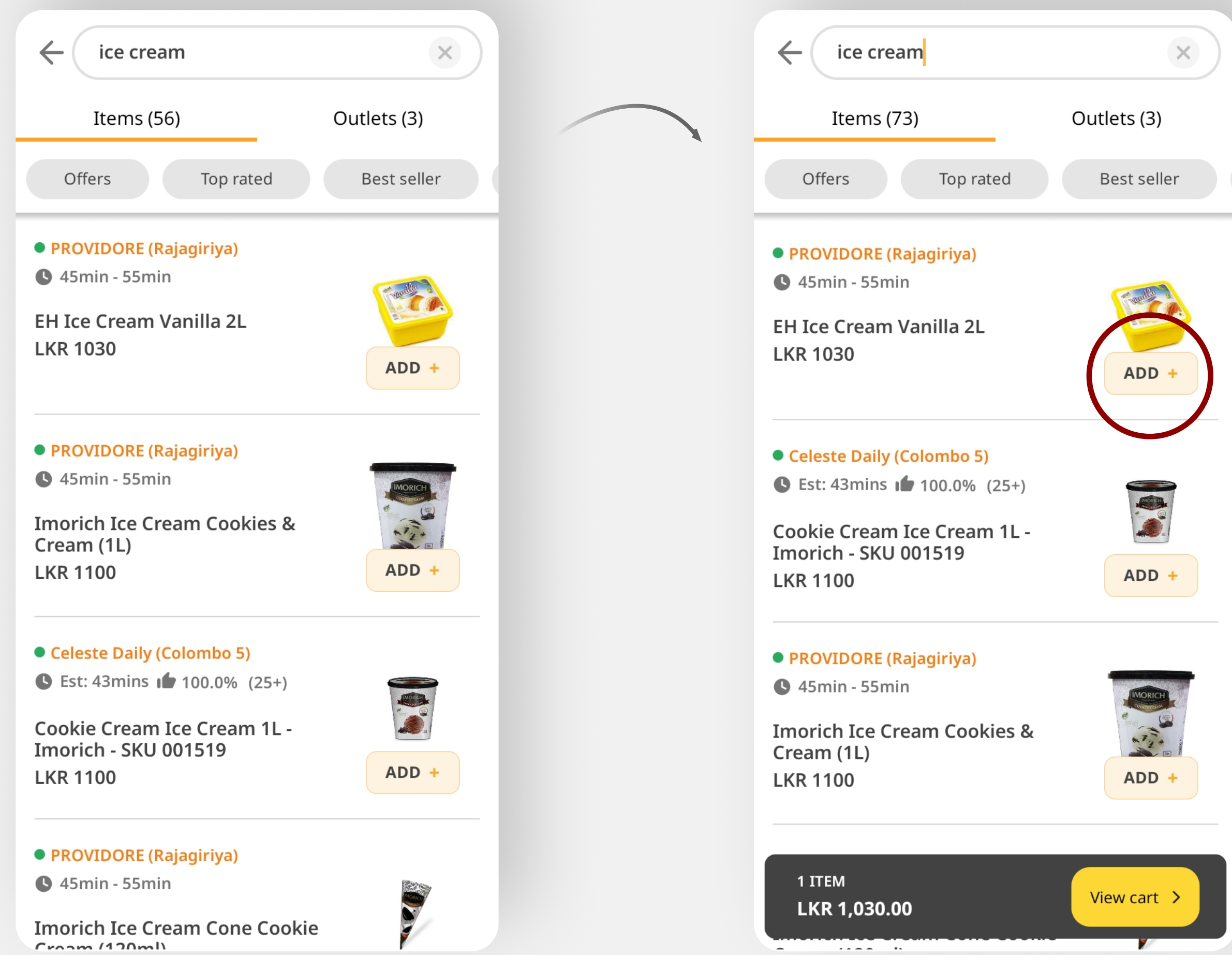
→ Browse products → Add 2 from the first product of the list → Go to cart → Remove 1 item →

**2.** When adding an item to the cart, the user is redirected to the shop screen. Hence in order for them to add 2 items from the same product user has to follow either one of following flows.

1. Go back to the search screen and add the same product again.
2. Search the product in the shop screen and increase the number of items.
3. Go to the cart page and increase the number of items.

→ Browse products → Add 2 from the first product of the list → Go to cart → Remove 1 item 56.

3. Once the user add an product from the search results page to the cart, they are not able to see which products in the search results screen are in the cart.



(User can add products to cart from here)

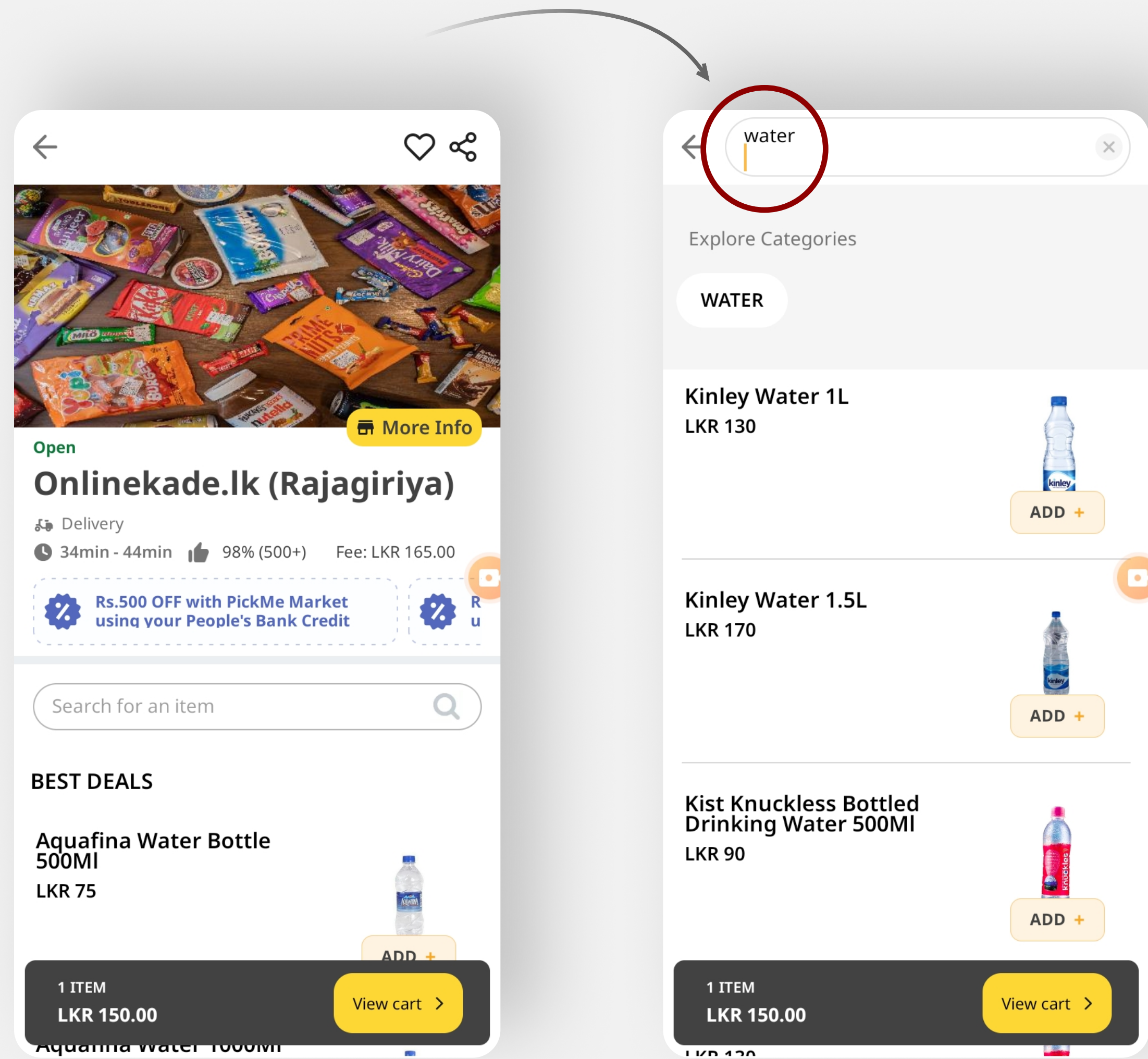
(But once they add product the search results screen has no indication which product is in the cart. It only shows that an item is added)

→ Browse products → Add 2 from the first product of the list → Go to cart → Remove 1 item 57.

4. Imagine a user tried to add the same or another product from the shop screen.

To search the product they will enter the keyword in the search bar.

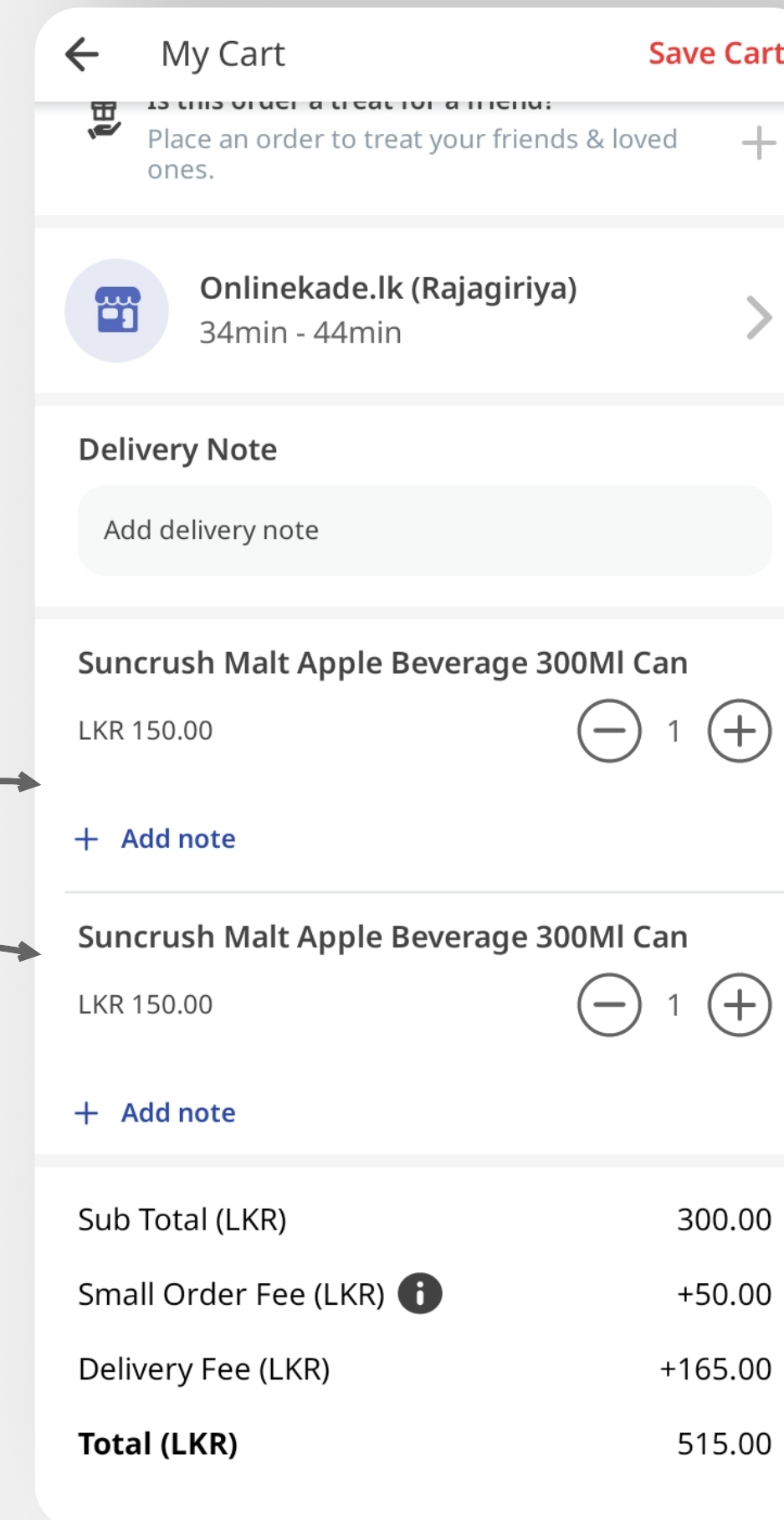
However when tapped on enter of the keyboard, the search bar will start a new line instead of searching.



Add 2 from the first product of the list → Go to cart → Remove 1 item → Proceed to checkout

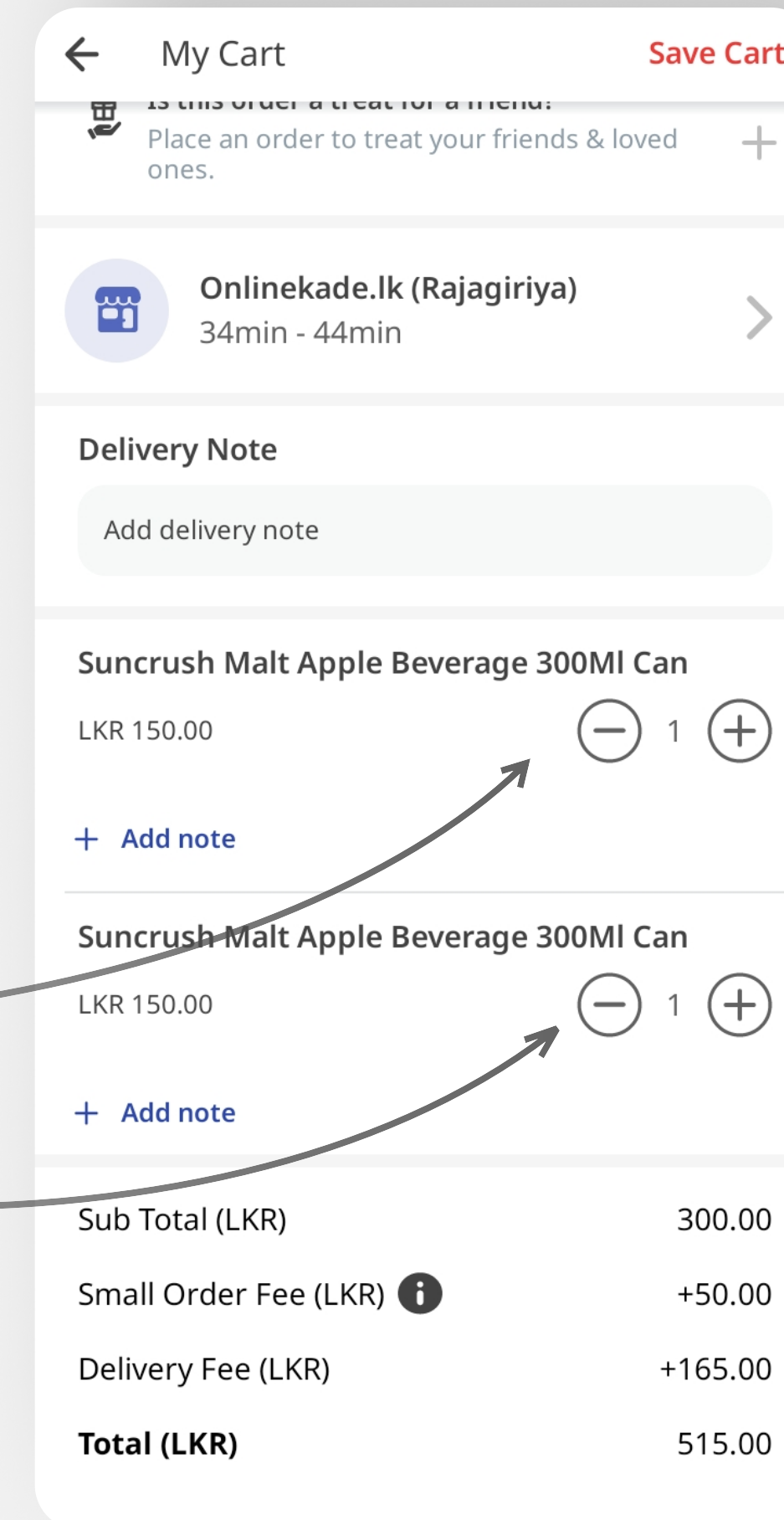
5. If 2 same products from the same store are added to the cart they will be displayed as 2 separate products in the cart screen instead of 2 items of the same product.

Same product from the same store



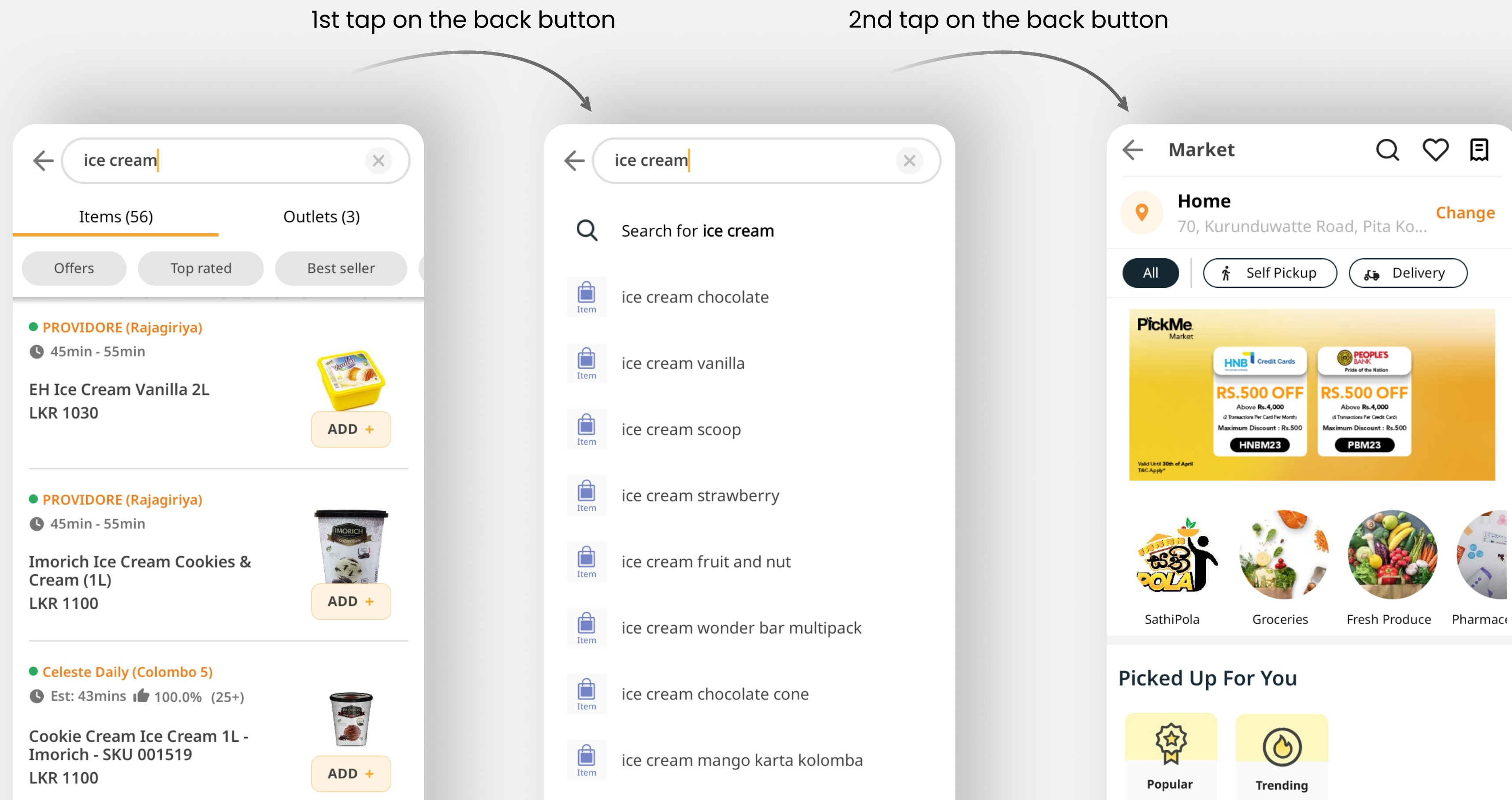
Add 2 from the first product of the list → Go to cart → Remove 1 item → Proceed to checkout

6. Cart items in the cart screen does not have a dedicated icon or a button to remove the item from the cart at once. Instead user has to reduce the number of items from the stepper to 0 to remove an item



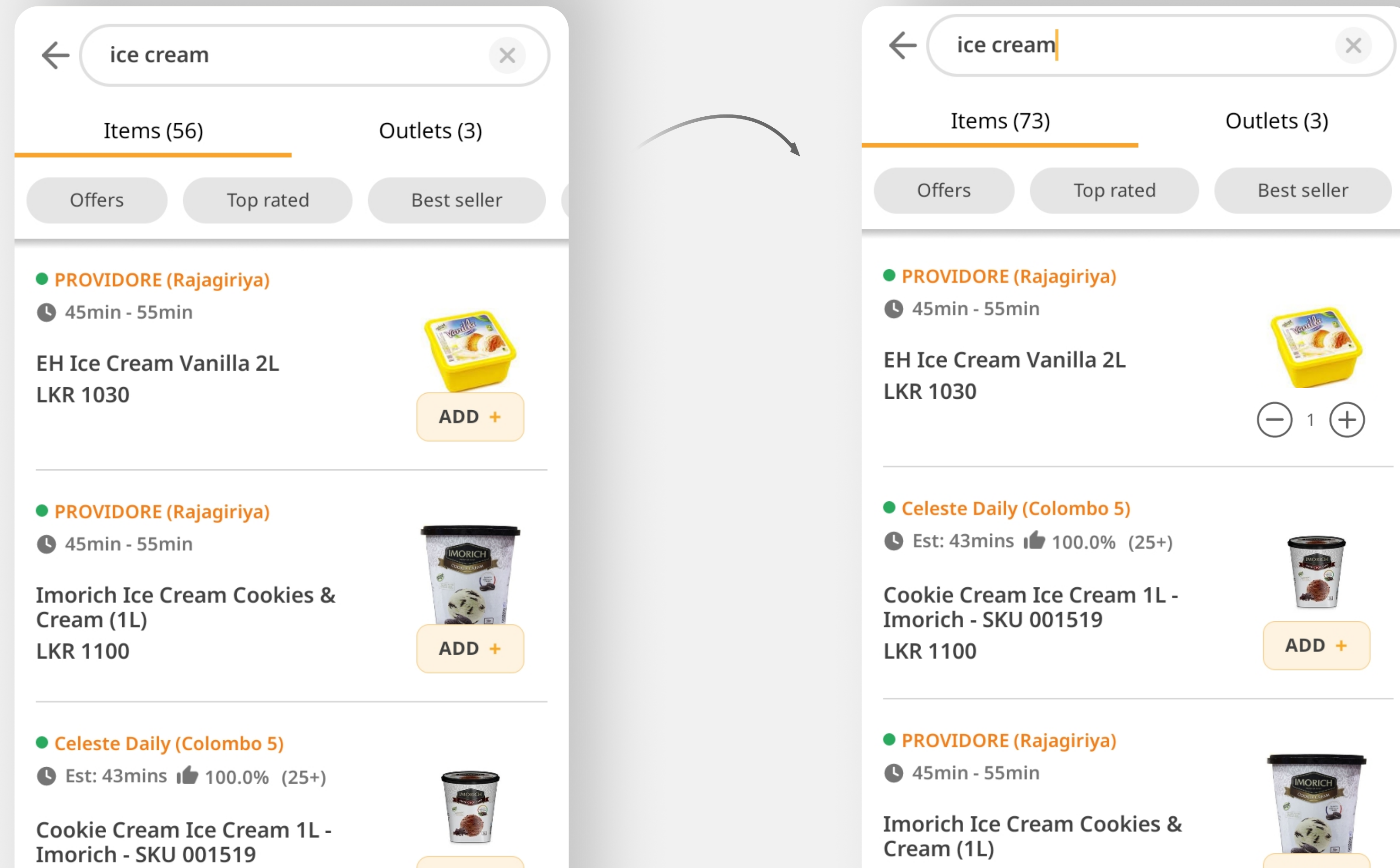
# Ideating Solutions for Existing Issues

1. For the issue with back button in the search bar the potential solution is to direct the user straight to the pickme home screen when the user tap on back button from the search suggestion screen.



## 2. & 3.

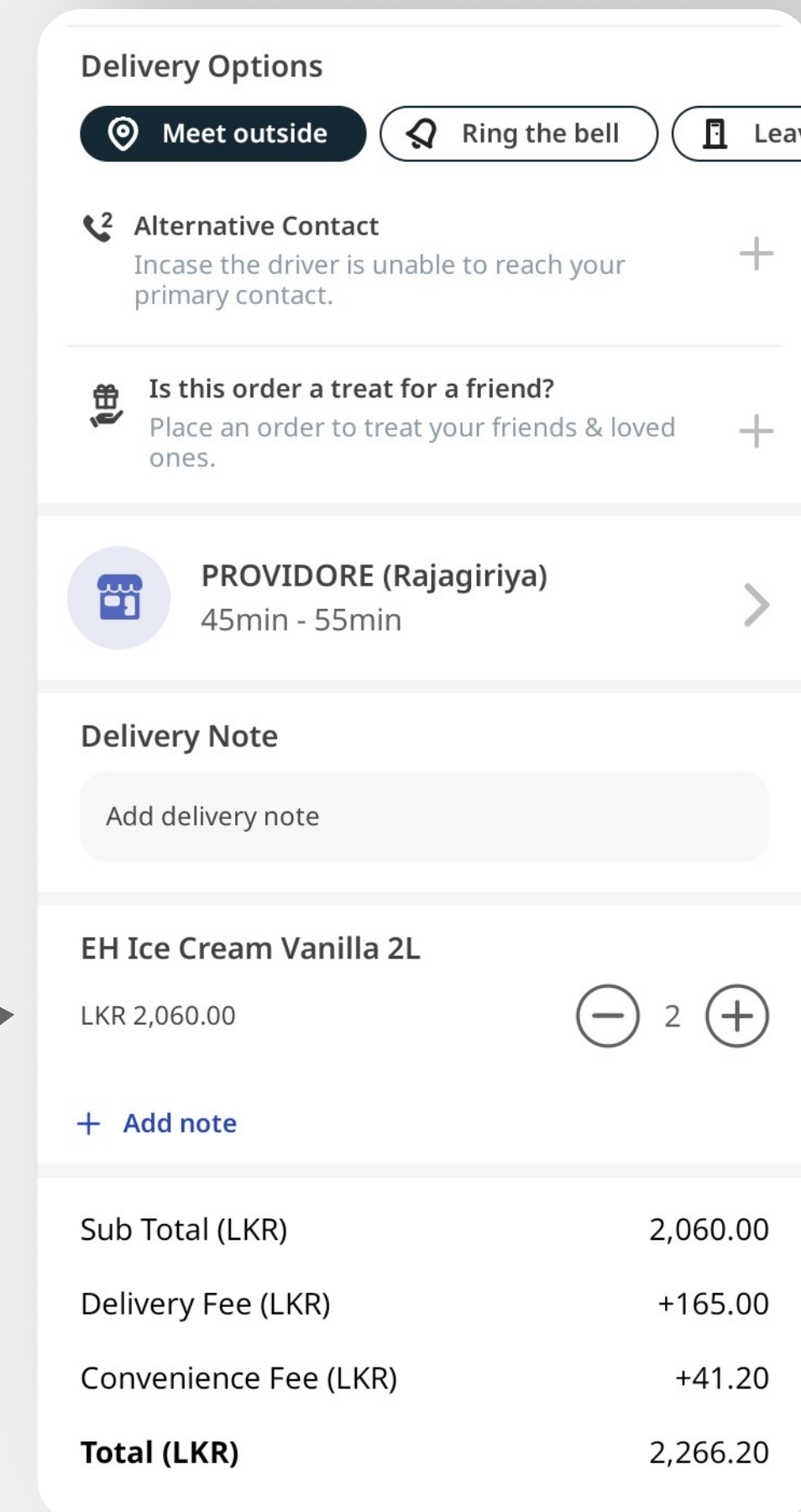
In order to provide a good user experience when adding multiple number of the same product the search result screen can be altered as follows after a user taps on the "Add +" button.



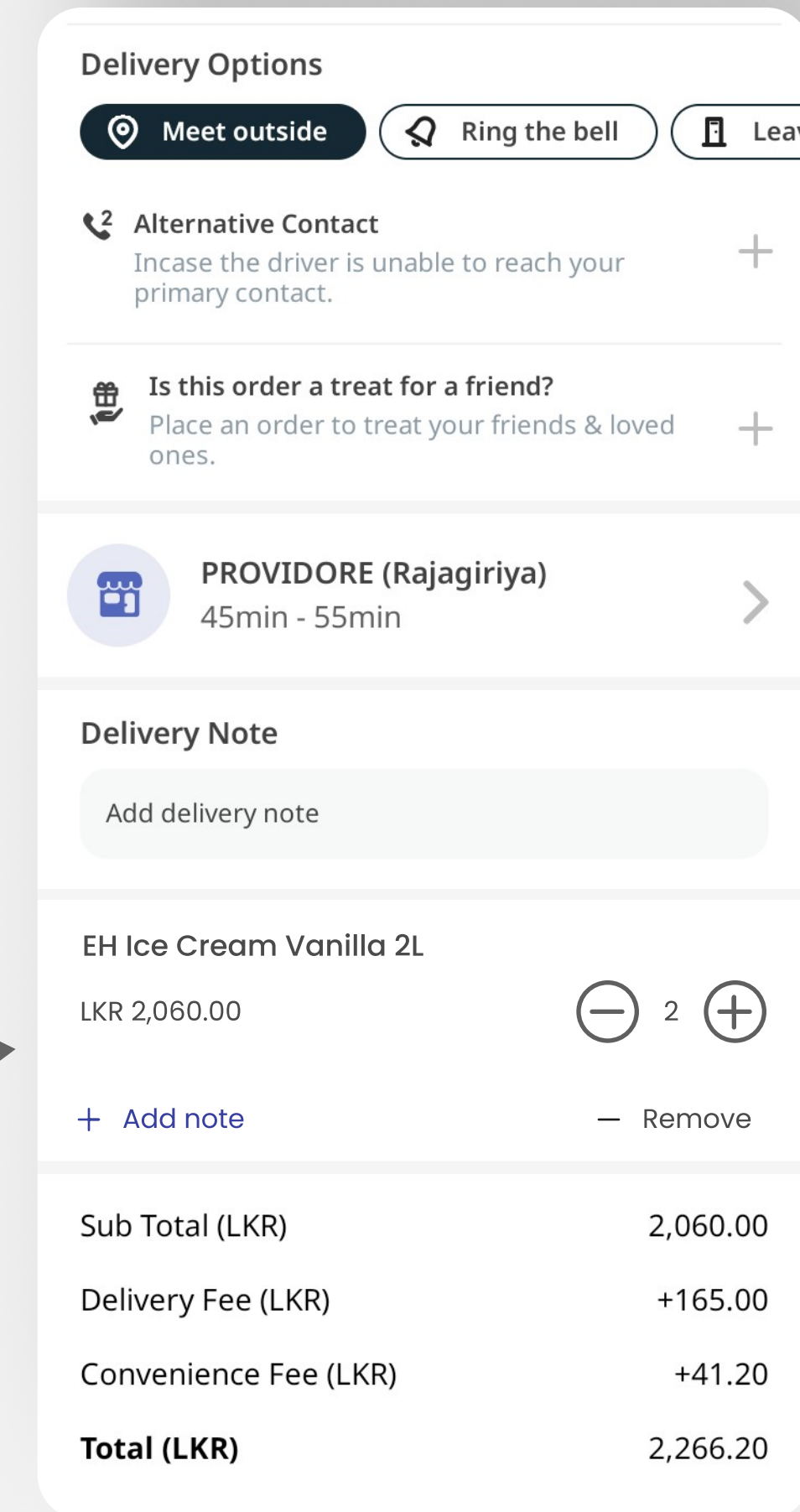


4. The issue of getting a new line in the shops search bar when enter is tapped on mobile keyboard needs to be fixed as it is a technical issue which causes a negative experience for the user.

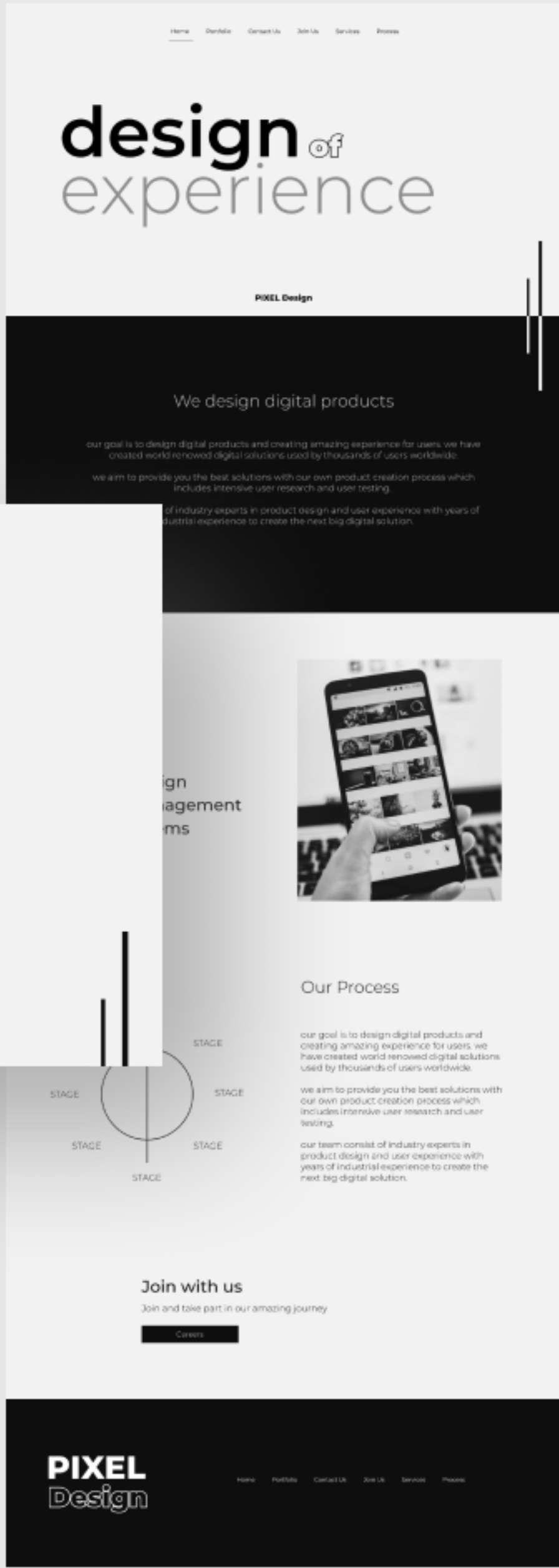
5. The application needs to identify 2 items of the same product being added to the cart and in the cart it should be displayed as a single product card as follows



6. It can be suggested that having a separate icon-button would provide a better experience to the user for a instance of removing and product cart from the cart screen.

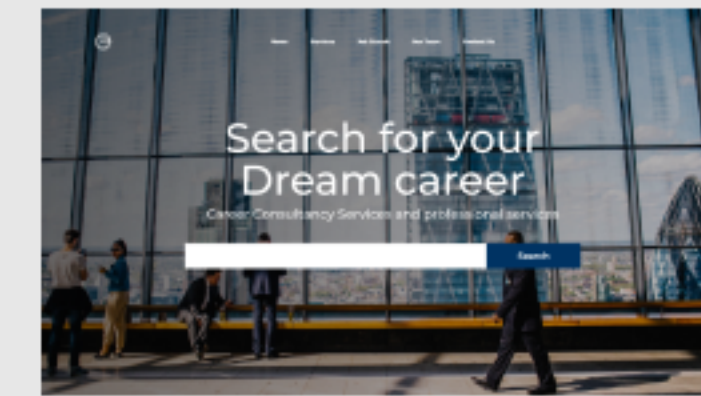
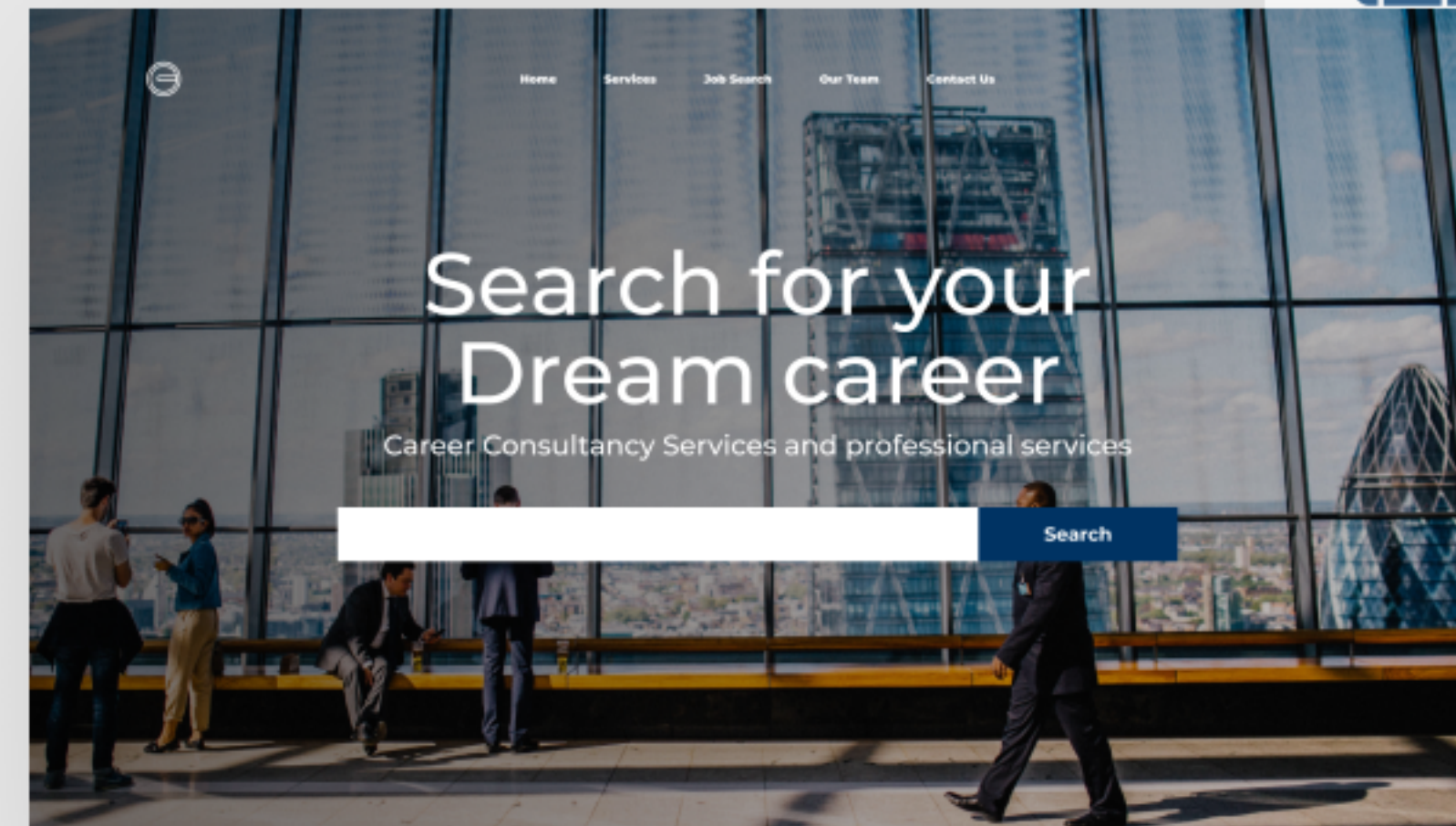


# Visual Design Portfolio



Design Studio Landing Page Web Design

# 67. Corporate careers page UI redesign



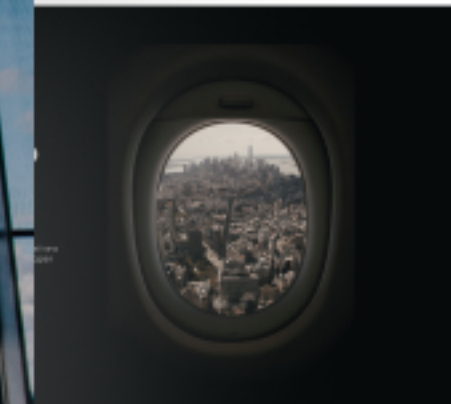
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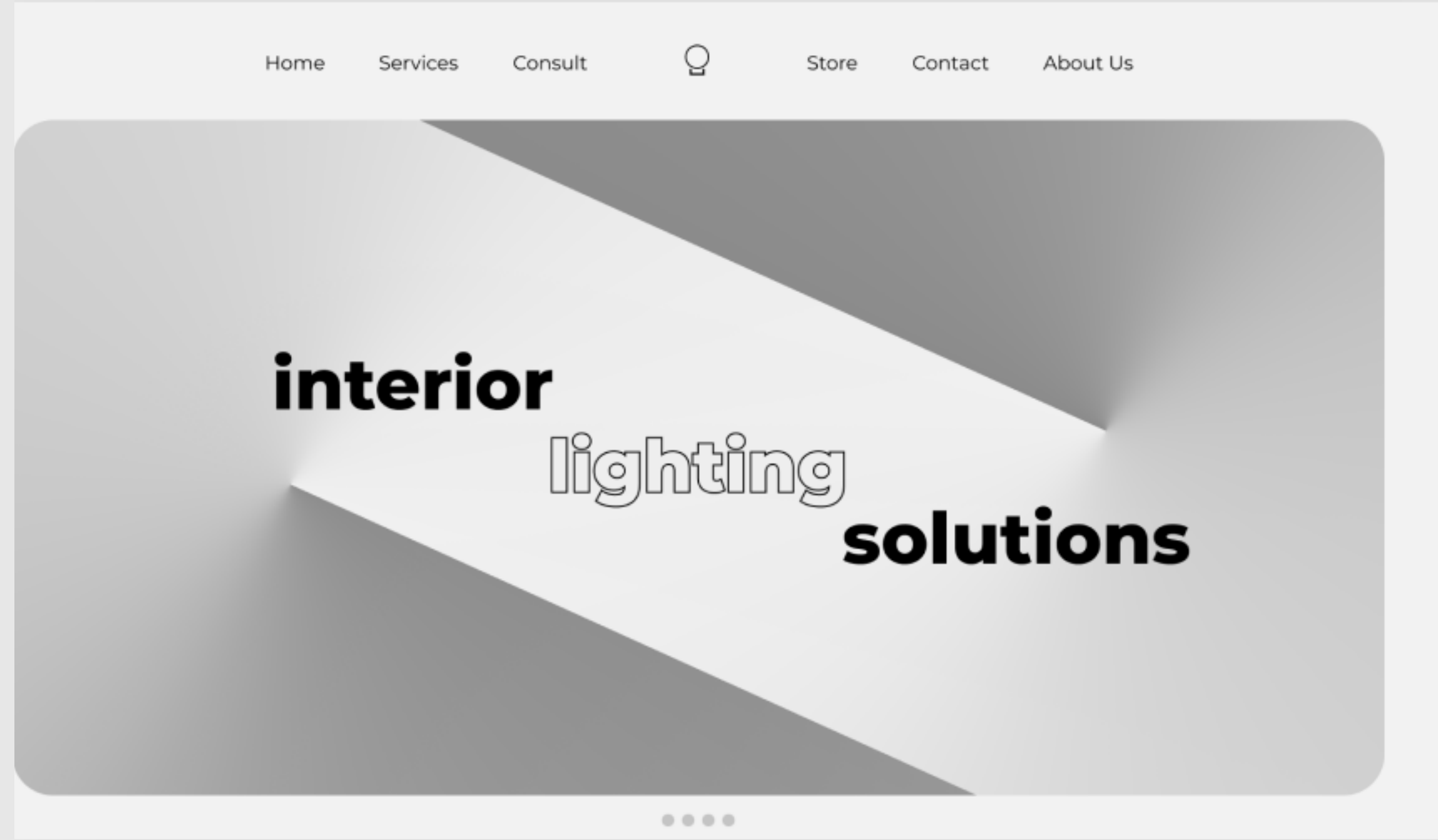
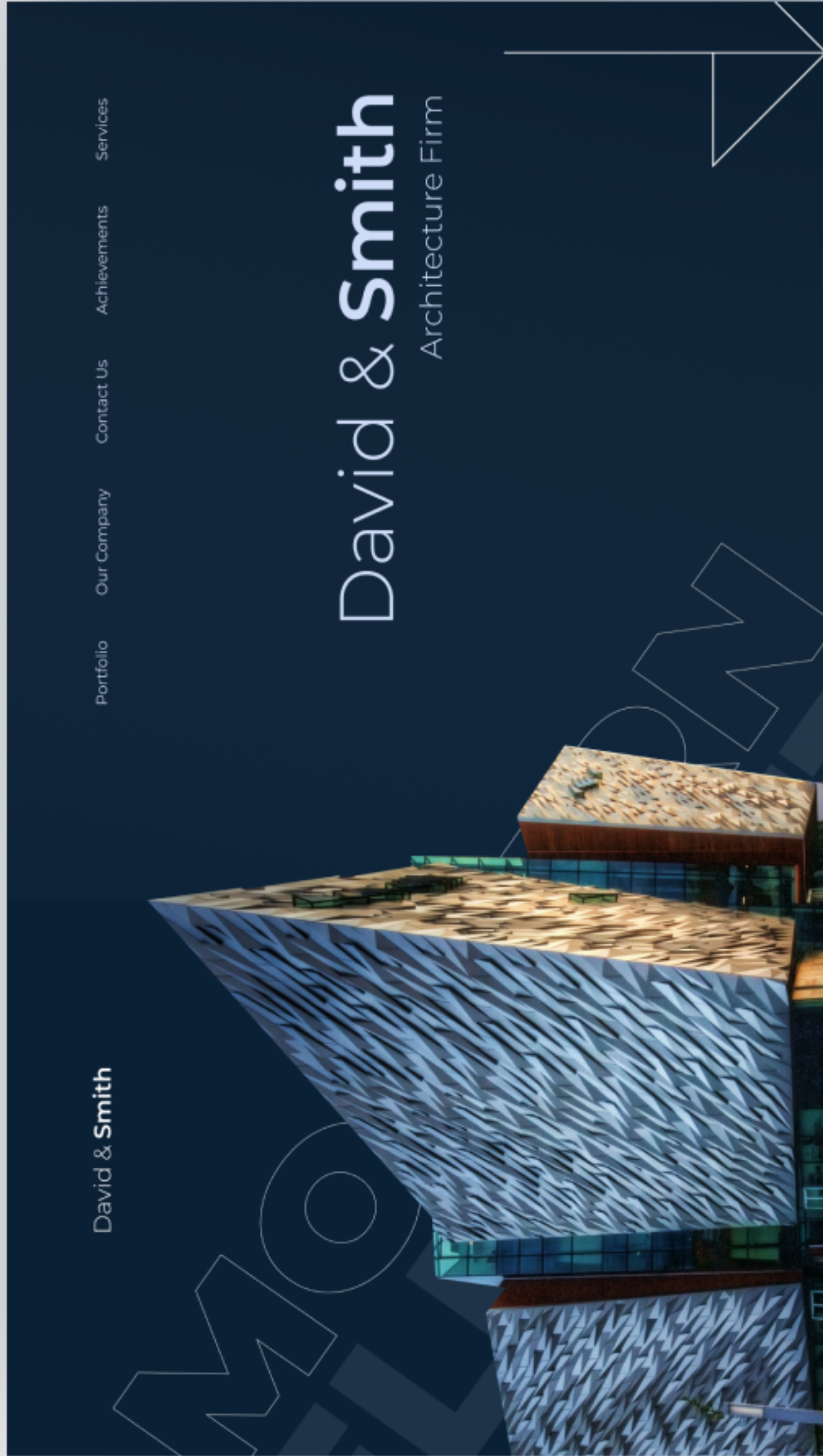
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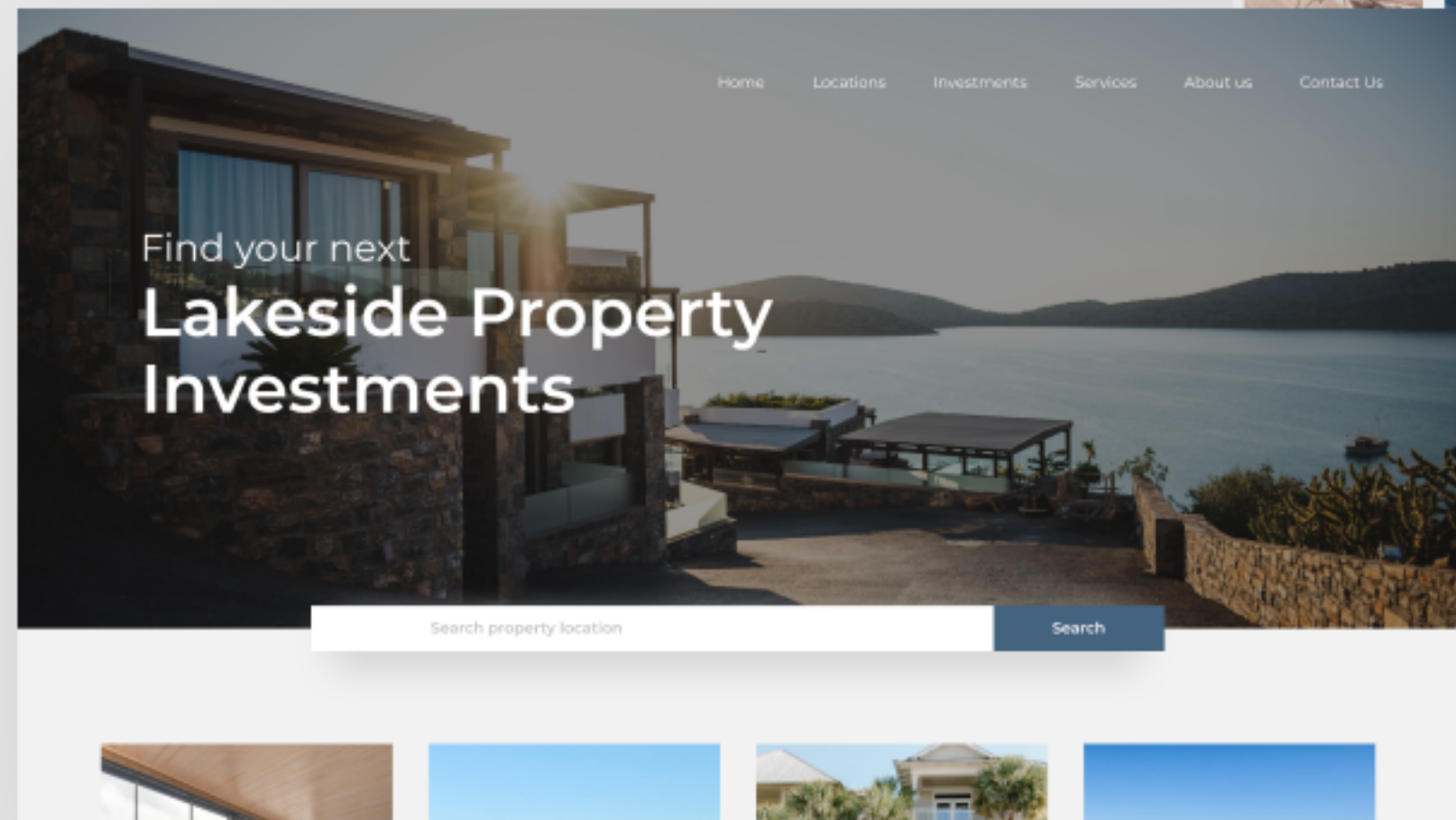
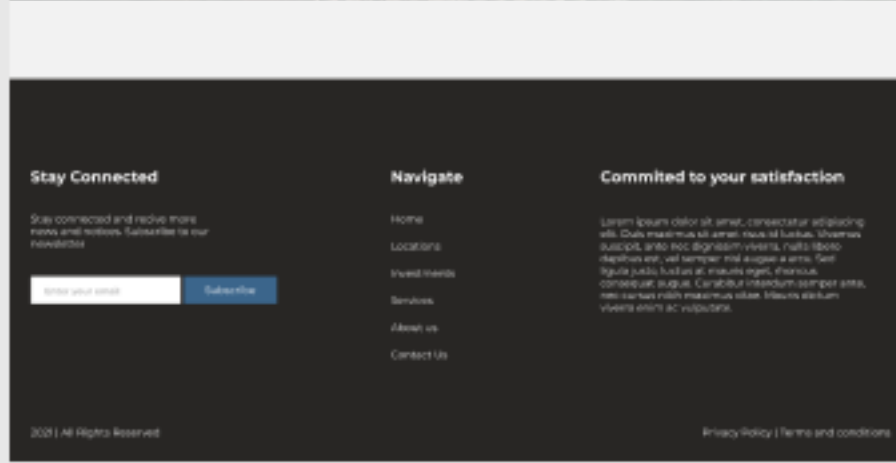
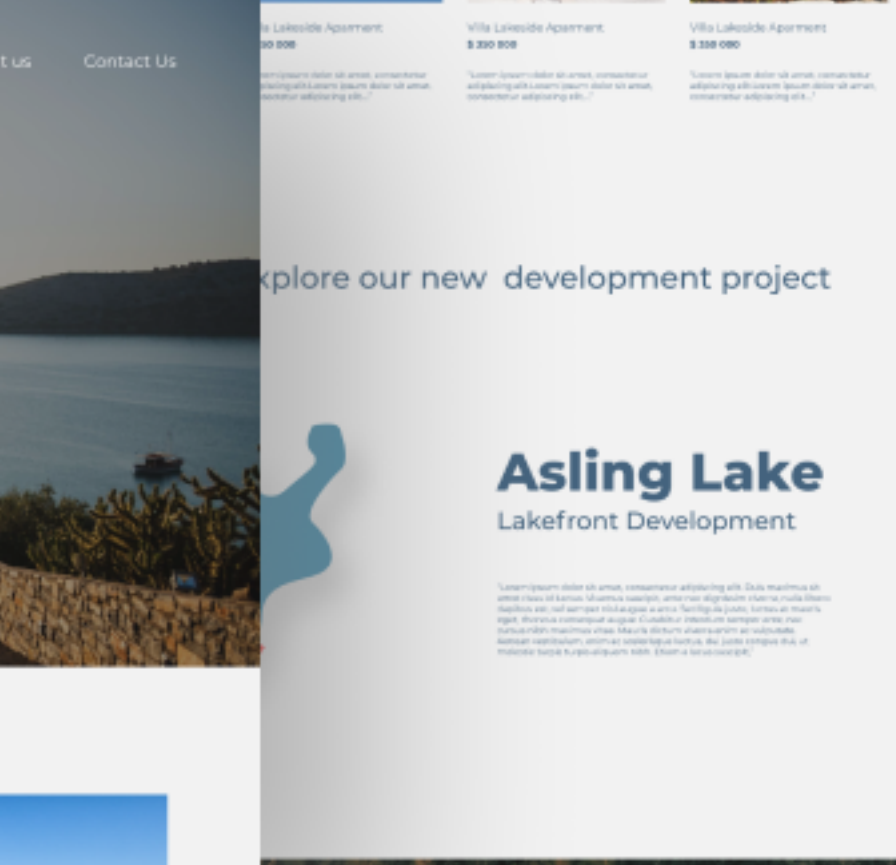
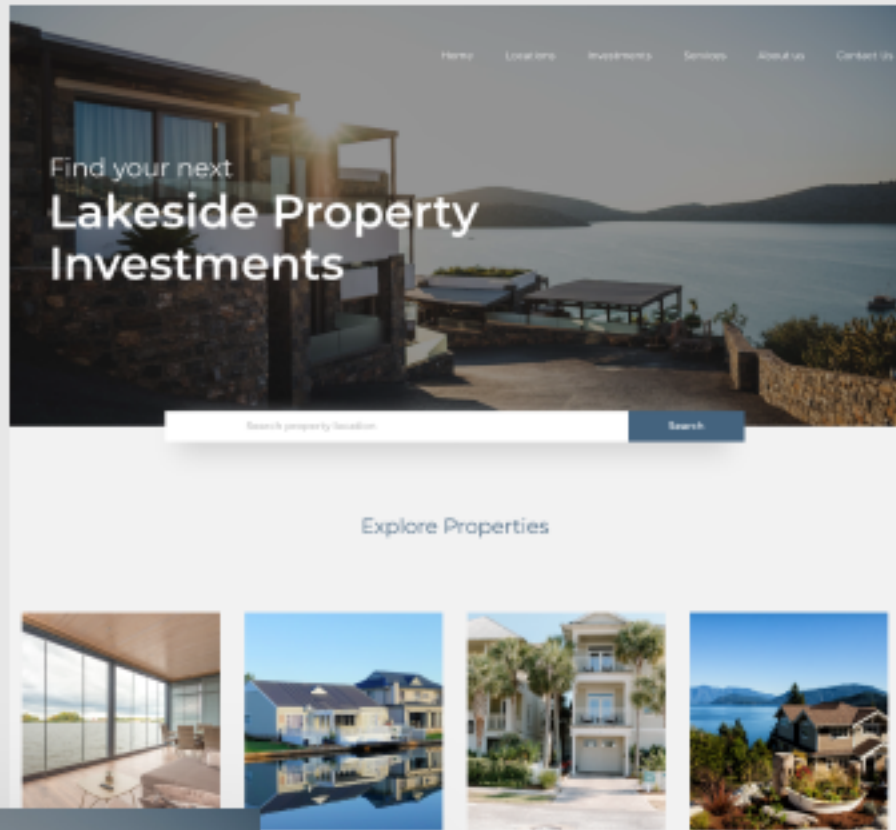
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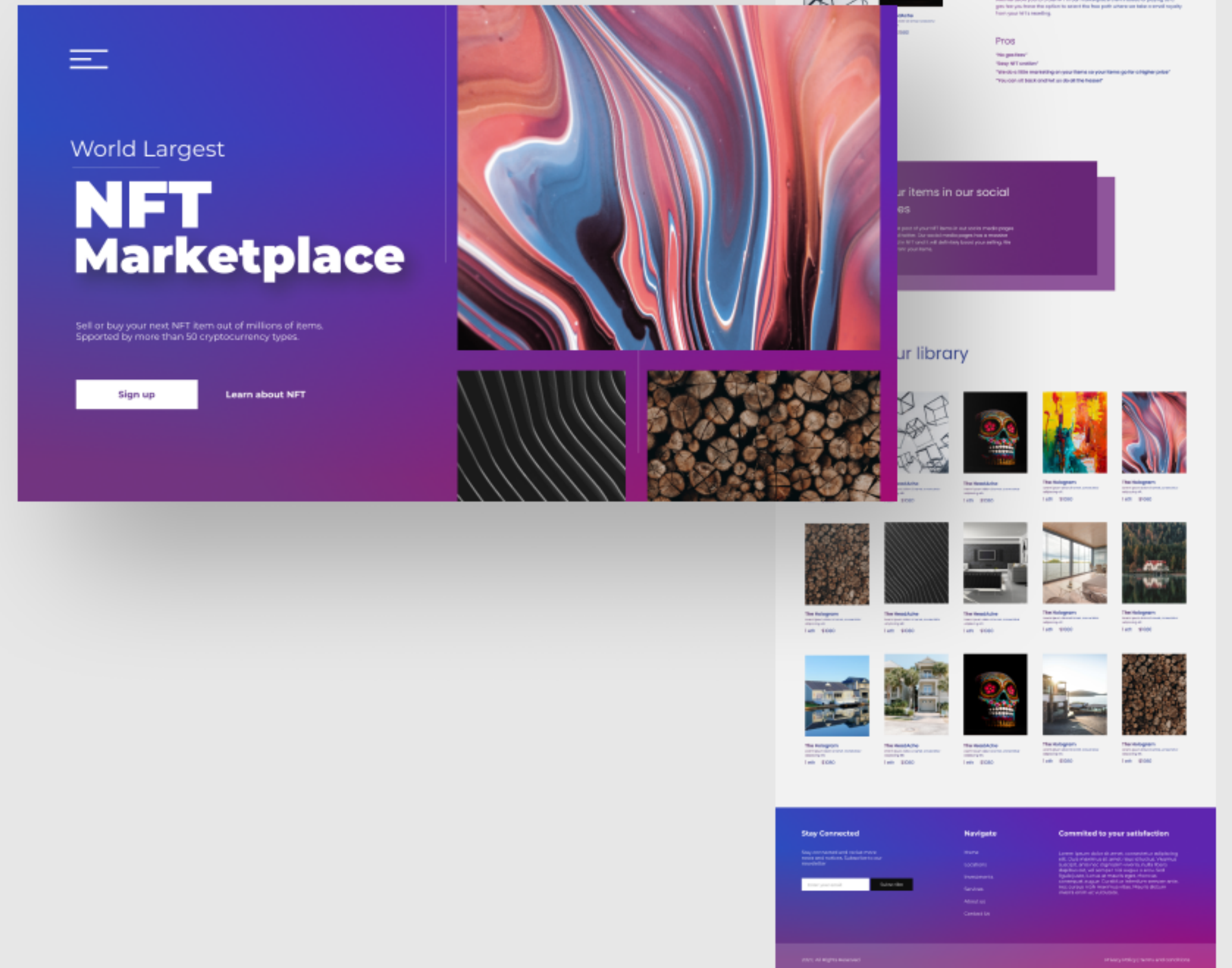




Real estate agency landing page redesign 70.



# 71. NFT marketplace UI redesign





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