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anglianwater

AVAYA

cognizant

neudesic  
an IBM Company



# Asset maintenance and monitoring application

## The Challenge

Various business lines / verticals in SLB were using different CMMS systems and Excel sheets for planning of maintenance of equipments and sending equipments to field jobs.

There was a need to have a common modern platform to facilitate these activities in an effective manner.

Millions of Equipments

Tens of millions of work orders

The screenshot displays a web-based application interface for asset maintenance and monitoring. At the top, a navigation bar includes links for 'Maintenance Supervisor' and 'Site(s)'. Below this is a search bar with placeholder text 'Accepted v1.3 In Progress 44'. The main area features two sections: 'EQUIPMENT VIEW' and 'WORK ORDER SCHEDULER'. The 'EQUIPMENT VIEW' section lists assets by type and number, showing details like 'Total Open WOs', 'Competency', and 'Manage WO/Task'. The 'WORK ORDER SCHEDULER' section shows a grid-based calendar for three days (Sunday - January 15, Monday - January 16, Tuesday - January 17). The calendar grid includes columns for 'Work Site / Resource' (e.g., TECHNICIAN 1 through 6) and tasks, with color-coded bars indicating progress and status.



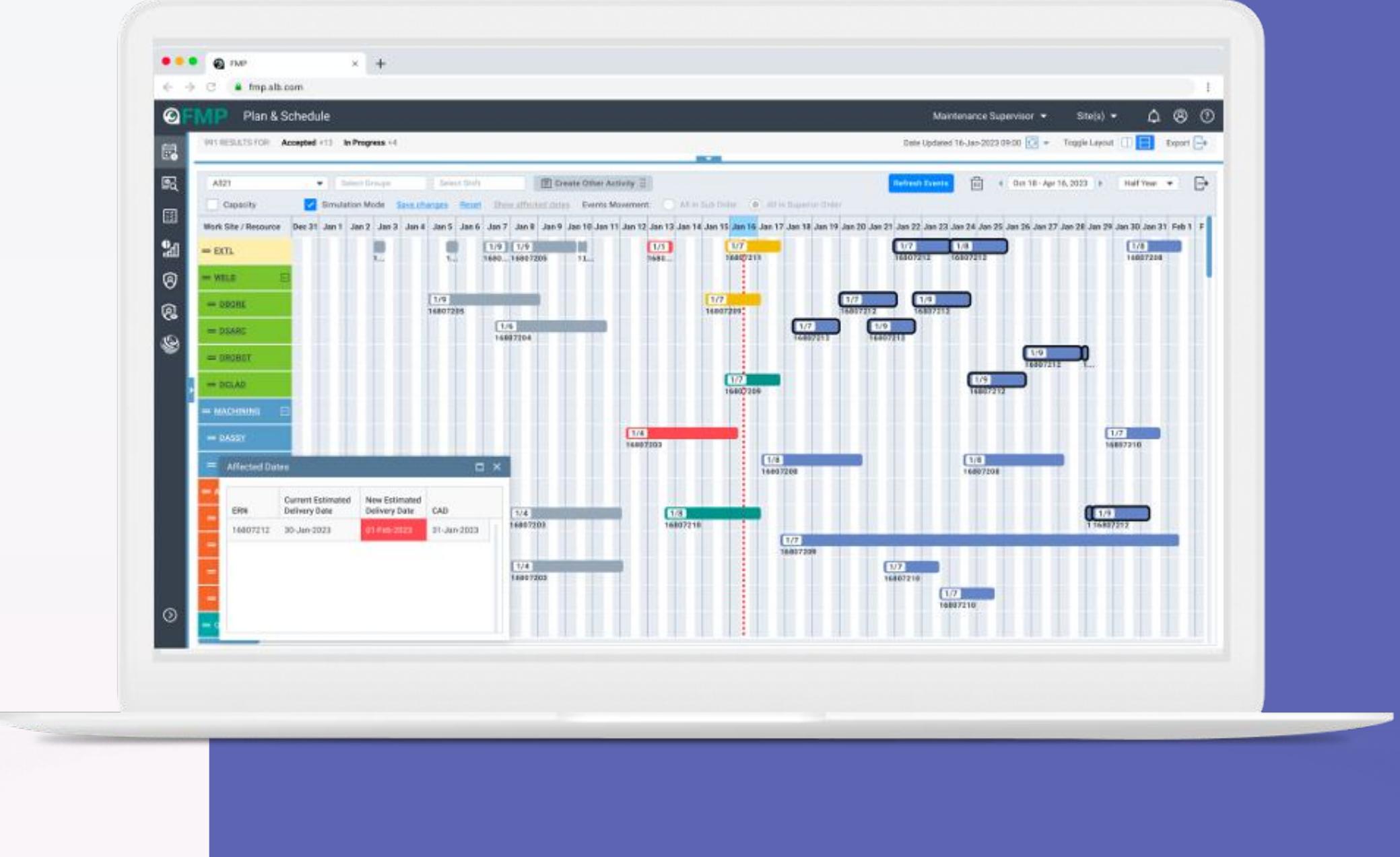
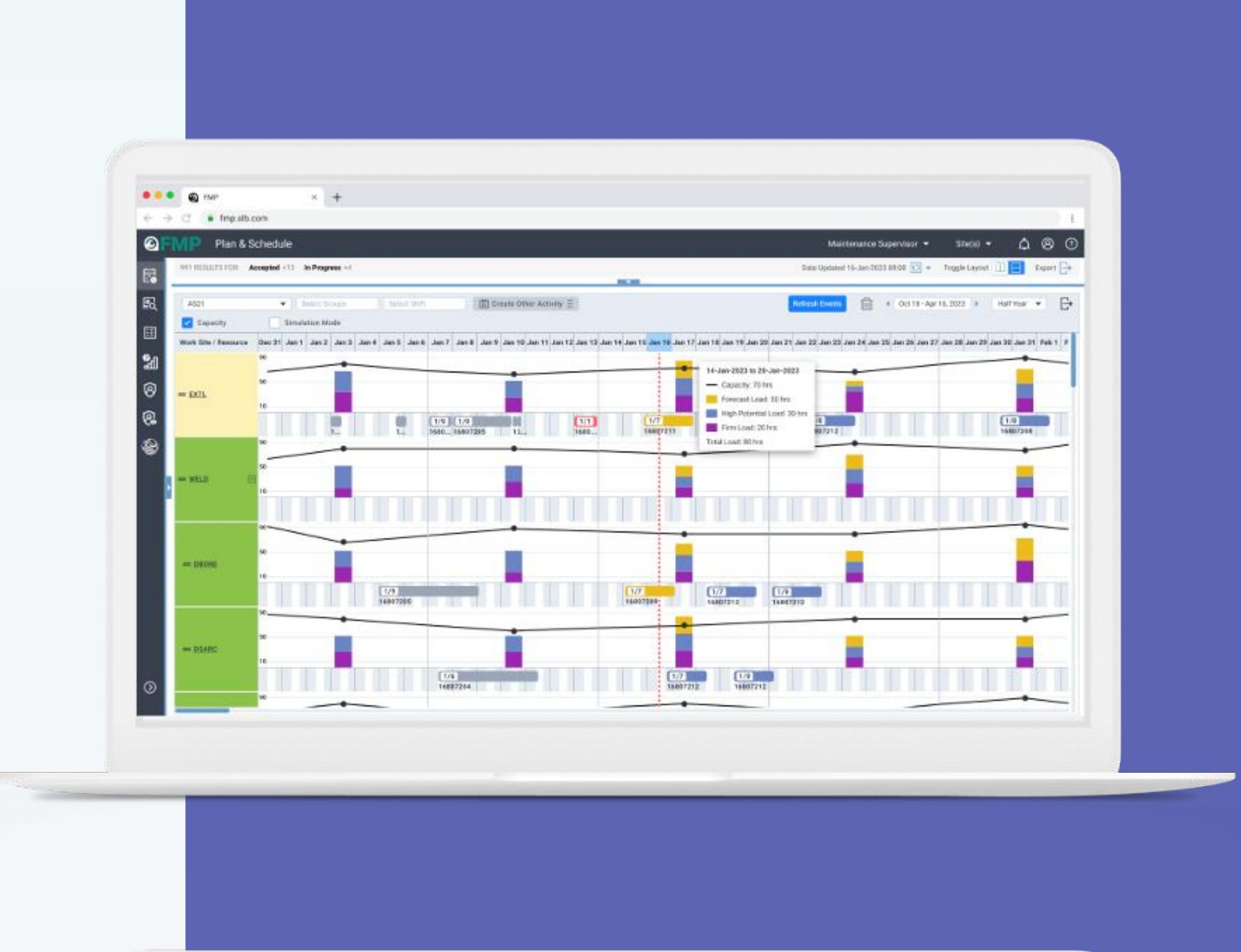
AB-L	Customer	Start Date	End Date	WO Lead	WO Due	Total
1 7031385	RMPFR_U_3-10_BODY DBL	N/A/P	1/8/2023	2/5/2023	1/14/2023	70 47.5
2 7000555	RMPFR_U_3-10_BODY DBL	N/A/P	1/8/2023	2/5/2023	1/17/2023	80 19
3 7032699	RMPFR_U_3-10_BODY DBL	N/A/P	1/8/2023	2/3/2023	1/18/2023	87 209.5
4 7032450	RMPFR_U_3-10_BODY DBL	WFT	1/12/2023	1/13/2023	1/19/2023	19 19
5 7042458	RMPFR_U_3-10_BODY DBL	N/A/P	1/11/2023	1/18/2023	1/27/2023	71 207.5
6 7038166	RMPFR_U_3-10_BODY DBL	N/A/P	1/8/2023	2/0/2023	1/13/2023	0 100%
7 7038715	RMPFR_U_3-10_BODY DBL	WFT	1/9/2023	1/19/2023	1/27/2023	27 0 100%
8 7051626	RMPFR_U_3-10_BODY SGL	N/A/P	1/8/2023	2/0/2023	1/16/2023	66 17.5 1%
9 7054248	RMPFR_U_3-10_BODY DBL	WFT	1/8/2023	1/13/2023	1/27/2023	24 17 9.5%
10 7055498	RMPFR_U_3-10_BODY DBL	N/A/P	1/8/2023	1/13/2023	1/27/2023	16 0 100%
11 7055499	RMPFR_U_3-10_BODY DBL	WFT	1/8/2023	2/9/2023	12/22/2023	49 143 30%
12 7052153	RMPFR_U_3-10_BODY DBL	WFT	1/8/2023	1/15/2023	12/23/2023	25 7.5 88%
13 7052154	RMPFR_U_3-10_BODY DBL	WFT	1/8/2023	1/18/2023	12/26/2023	23 22 82%
14 7052155	RMPFR_U_3-10_BODY DBL	WFT	1/8/2023	1/18/2023	12/26/2023	18 18.5 90%
15 7052156	RMPFR_U_3-10_BODY DBL	WFT	1/8/2023	1/15/2023	12/29/2023	17 22 100%
16 7052157	RMPFR_U_3-10_BODY DBL	WFT	1/8/2023	1/15/2023	12/29/2023	17 22 100%
17 7058411	RMPFR_U_3-10_BODY DBL	WFT	1/10/2023	2/2/2023	1/26/2023	23 50.5
18 7059624	RMPFR_U_3-10_BODY DBL	WFT	1/8/2023	2/1/2023	1/2/2023	42 357
19 7060603	RMPFR_U_3-10_BODY DBL	N/A/L	1/12/2023	2/8/2023	1/4/2023	35 10.5
20 7060604	RMPFR_U_3-10_BODY DBL	N/A/P	1/12/2023	2/8/2023	1/4/2023	31 42
21 7060605	RMPFR_U_3-10_BODY DBL	N/A/P	1/12/2023	2/11/2023	1/13/2023	31 17
22 7060606	RMPFR_U_3-10_BODY DBL	N/A/P	1/12/2023	2/11/2023	1/13/2023	31 17
23 7060607	RMPFR_U_3-10_BODY DBL	N/A/P	1/12/2023	2/14/2023	1/13/2023	31 17
24 7060620	RMPFR_U_3-10_BODY DBL	N/A/P	1/10/2023	2/18/2023	1/14/2023	33 33
25 7071867	RMPFR_U_3-10_BODY DBL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
26 7071868	RMPFR_U_3-10_BODY DBL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
27 7032968	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
28 7032969	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
29 7032970	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
30 7032971	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
31 7032972	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
32 7032973	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
33 7032974	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
34 7032975	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
35 7032976	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
36 7032977	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
37 7032978	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
38 7032979	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
39 7032980	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
40 7032981	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
41 7032982	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
42 7032983	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
43 7032984	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
44 7032985	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
45 7032986	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
46 7032987	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
47 7032988	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
48 7032989	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
49 7032990	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
50 7032991	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
51 7032992	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
52 7032993	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
53 7032994	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
54 7032995	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
55 7032996	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
56 7032997	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
57 7032998	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
58 7032999	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
59 7032990	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
60 7032991	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
61 7032992	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
62 7032993	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
63 7032994	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
64 7032995	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
65 7032996	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
66 7032997	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
67 7032998	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
68 7032999	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
69 7032990	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
70 7032991	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
71 7032992	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
72 7032993	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33
73 7032994	RMPFR_U_3-10_BODY SGL	N/A/L	1/7/2023	2/2/2023	1/17/2023	33 33



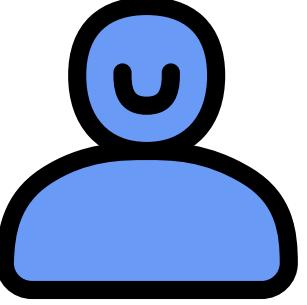
# Asset maintenance and monitoring application

## The Benefits

- \$10M+ value** for the organization per year
- Used in more than **50 countries** worldwide
- Number of users doubled from 2023 to 2024
- Feature rich and extensive support



## Persona & Empathy Map



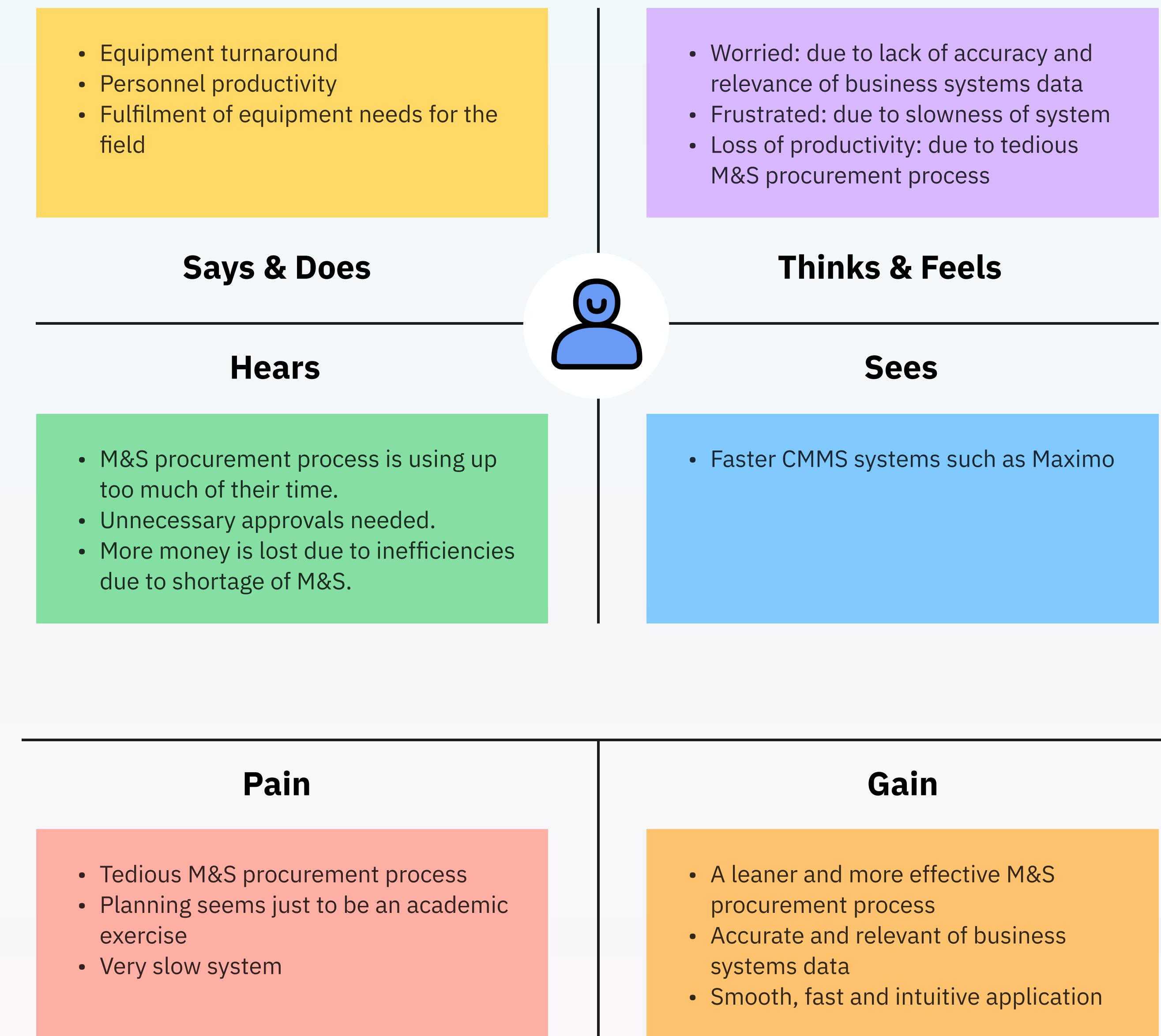
### David Thorpe

- Age: 30-40
- Occupation: Maintenance Supervisor
- Location: Houma, LA

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### About him

Responsible for overall shop flow, equipment turnaround, and personnel productivity, for their respective group. The Maintenance Supervisor is also responsible for overseeing fulfillment of equipment needs for the field, as driven by the priorities dictated by Ops demand and by resources availability.





## Current UX Process

For each new requirement

### Discover & Define

Interviews  
Field Studies &  
Contextual Inquiry  
Secondary Research

### Ideate

User Task Flow/  
Information Architecture  
Wireframes/Visual  
Design  
A/B Testing  
Usability Studies  
Iterate

### Development

Handoff  
Development Support

### Post Launch

Surveys  
Logs/Bugs Analysis  
Enhancements/  
Improvements

## Discover & Define

### Interviews

Structured / Semi-Structured / Unstructured

### Field Studies & Contextual Inquiry

Shared by project representatives - research activities that take place in the user's workplace

### Secondary Research

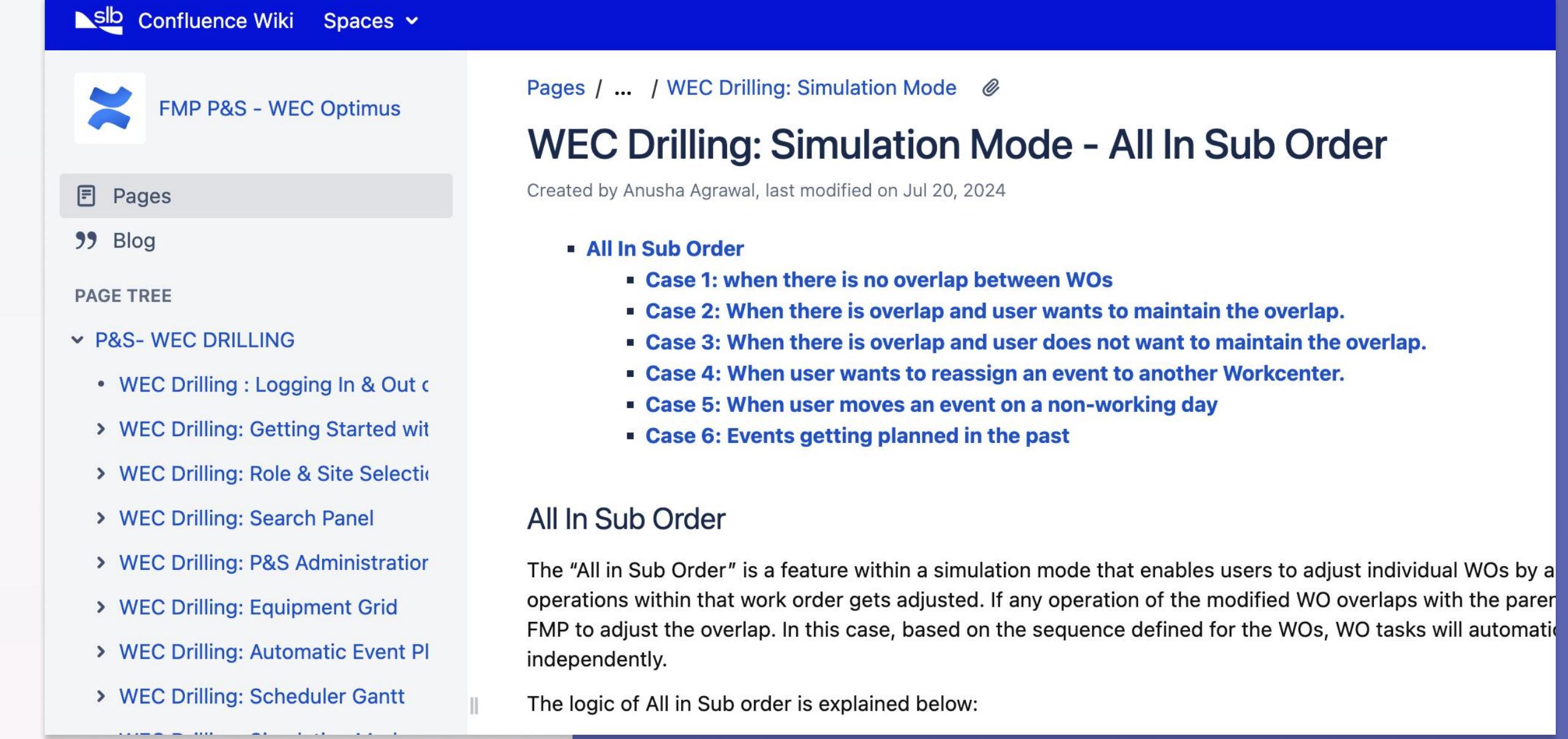
information that is available in Wiki and understanding current As/Is process

- When will equipment be back from the field, and in what condition?** It is a challenge to know when equipment is expected to return from the Field. A lot of work is needed to keep up to date with e-mails informing of demobilization and failures. However, the recently-released Asset Planner app, mentioned by Ashley, manages demobilizations and equipment assignment to/from jobs, and could be leveraged for this purpose.

→ **Suggestion:** Implement a robust process, between Ops, LCT, ERC and TLM, to agree and commit to when equipment needs to return to base for maintenance. Once decision is jointly made, the exact return dates should be confirmed, to start the maintenance planning process before the equipment is back. Leverage the new Asset Planner application for this purpose.

- What will be the work scope once the unit is at the base?** The TLM team receives an e-mail listing all reasons for a failure in the field, along with a checklist used to do a troubleshooting while at the wellsite. These issues are also reported in MT and will define the scope of maintenance / repair work, in addition to any other issues that may be identified at the base. See pic. 14 for an example of such e-mail.

→ **Recommendation:** All issues/ DRs identified in MT should be visible to the Planner in the new application, to avoid re-processing of separate e-mails and re-entry of work tasks into separate spreadsheets that are used to prioritize the work orders.

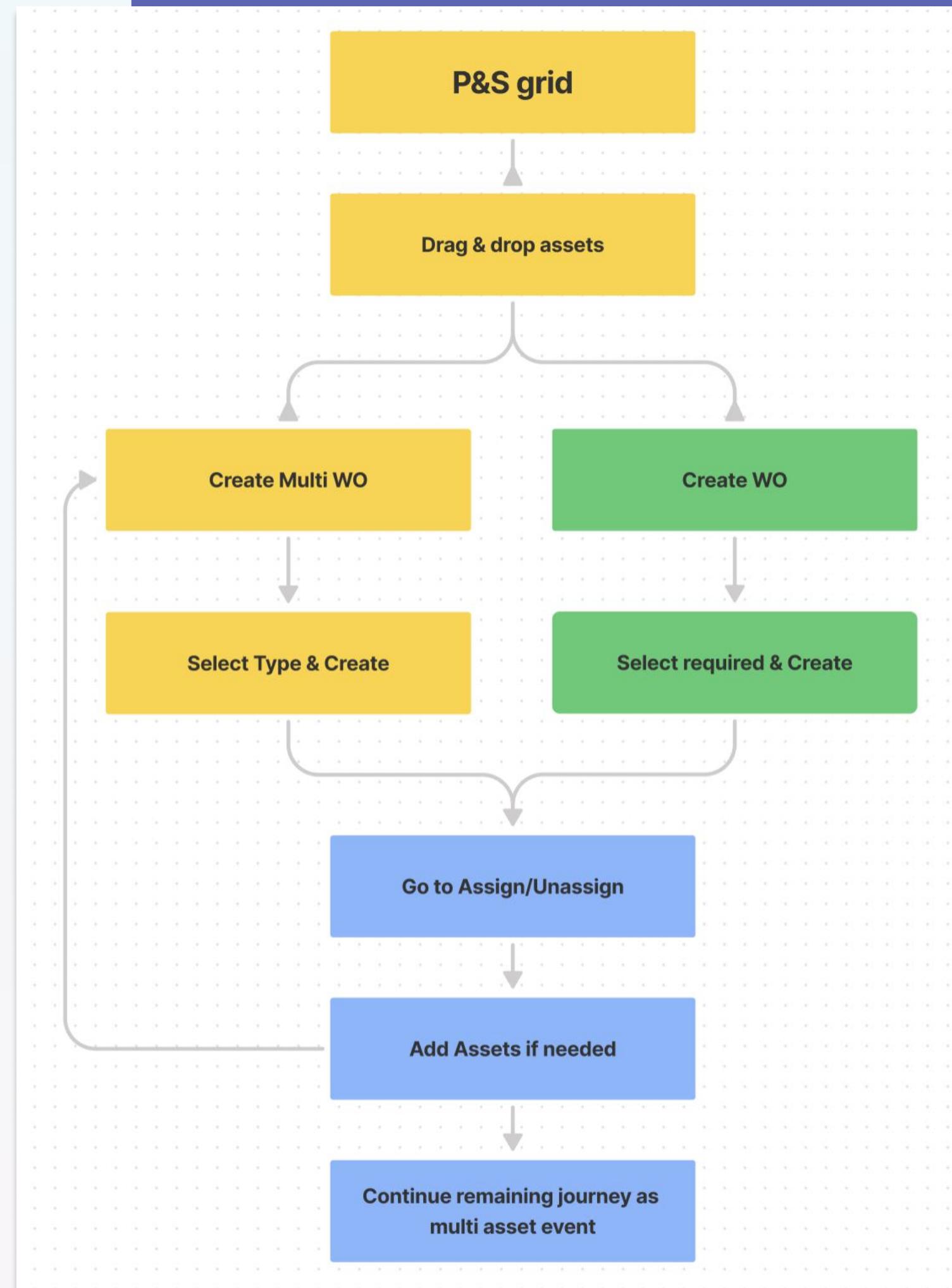


The screenshot shows a Confluence Wiki page titled "WEC Drilling: Simulation Mode - All In Sub Order". The page was created by Anusha Agrawal and last modified on Jul 20, 2024. The content is organized into sections and lists:

- All In Sub Order**
  - Case 1: when there is no overlap between WOs
  - Case 2: When there is overlap and user wants to maintain the overlap.
  - Case 3: When there is overlap and user does not want to maintain the overlap.
  - Case 4: When user wants to reassign an event to another Workcenter.
  - Case 5: When user moves an event on a non-working day
  - Case 6: Events getting planned in the past
- All In Sub Order**
- The logic of All in Sub order is explained below:

## Ideate

- User Task Flow/Information Architecture
- Wireframes/Visual Design
- A/B Testing
- Usability Studies
- Iterate





# Asset maintenance and monitoring application

## Ideate

- User Task Flow/Information Architecture

- Wireframes/Visual Design

- A/B Testing

- Usability Studies

- Iterate

The screenshot shows the 'FMP Plan & Schedule' application. On the left, there's a sidebar with icons for Home, Assets, Work Orders, Events, and Help. The main area has tabs for 'Assets in Event' and 'Total WO Tasks selected'. It includes search and filter fields for 'WO Type' (PM), 'Test Code' (FI), and 'Test Level' (1). A large table lists assets with their respective work orders. The table columns include Asset Number, WO Number, Sequence, WO Type, Description, Status, Multi WO Number, Multi WO Status, Test Code, Level, and WO Assigned To (Resource). At the bottom, there are buttons for 'Send Notification' and 'Remarks', and a 'Save' button.

The screenshot shows the 'FMP Multi Work Order' application. The top navigation bar includes 'Multi WO Details' and 'Add Assets' buttons. It features input fields for 'Multi WO Number' (1005988367), 'Start Date' (Mon 16-Jan-2024 14:00), 'Completion Date', 'Multi WO Classification' (Select), 'Multi WO Description' (Multi WO for regular maintenance of assets), 'Multi WO Status' (WAPPR), 'Multi WO Type' (PM), 'Master PM' (FI), and 'Test Level' (1). Below these are several rows of data, each representing a work order with columns for Asset Number, WO Number, Sequence, WO Type, Description, Status, Test Code, Level, WO Assigned To (Resource), Planned Work Station, Work Site, Actual Work Station, and Inspection Res. At the bottom, there are buttons for 'Send Notification', 'Remarks', 'Cancel', 'Generate PM Work Orders', and 'Save'.



## Ideate

- User Task Flow/Information Architecture
- Wireframes/Visual Design
- A/B Testing
- Usability Studies
- Iterate

Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: You will be presented with a list of service appointments assigned to you with today selected by default. Review the information displayed in the list.	Open App > Login > Home screen	Participant wants to see few additional details with each service appointment in the list	I also would like to see Estimated Cost, number of items completed and Estimated time of completion for each appointment	1
Prompt 2: Review the details of the opened service appointment. Are you able to see all relevant details required for you to do the work and add photos?	Home screen > click on service appointment from the list	Participant is contented to see all the fields	N/A	1
Prompt 3: Try to add Service Items to an appointment. Are you able to add required Service Items to the appointment efficiently?	Service appointment > Tasks	Participant is contented to see pre-defined categories of service items	N/A	1
Prompt 4: Add a new service appointment. Are you able to easily to add a new service appointment?	Home screen	Participant is contented to be able to add new service appointment quickly	N/A	1

It was observed that 4 out of 5 participants had trouble understanding whether status of WO has to be changed.

It was observed that 3 out of 5 participants were confused on why new asset was not auto added to Multi WO.

It was observed that 3 out of 5 participants were confused on how to add/remove asset after event has been created.



## Development

- Handoff
- Development Support

Azure DevOps slb-it / es-TLM-federation / Search

**PRODUCT BACKLOG ITEM 5037551**

5037551 Design: Multi WO feature for FMP part 1

Sachin Patil

2 Comments NA for QA Testing +

State: Committed Area: es-TLM-federation\Hogwarts

Reason: Commitment made by Iteration: es-TLM-federation\2024\_Thu-Wed\2024-PI-Q3\B32

**Description**

As discussed, the requirement from FMP is to create

1. Maximo will create 2 New API
  - a. Create and Update Multi WO
  - b. Query Multi WO
2. Maximo will enhance Labor entry API
  - a. Enable labor entry in Multi WO level

**FMP-Maximo Interaction**

**API -1 Multi WO Creation**

- Required : Master PM, Test Level, Asset Set (List of assets)
- Expectation: Instant Multi WO generation, Async Individual WO generation
- Limitation : Individual WO generation will be async.

**FMP Plan & Schedule**

**Asset Details**

Assets in Event: 3 Total WO Tasks selected: 0

Search...

Asset Number	WO Number	Sequence	WO Type	Description

No records available.

**Create Multi WO**

WO Type \*  Select

Test Code \*  Select

Test Level \*  Select

**FMP Plan & Schedule**

**Asset Details**

Assets in Event: 3 Total WO Tasks selected: 0

Search...

Multi WO	Multi WO Status	Start Date/Time *	Completed

Mon 16-Jan-2024 14:00  Tue 17-



## Post Launch

- Survey
- Logs/Bugs Analysis
- Enhancements/Improvements

A	B	C	D	E	F	
1	Capture Date	Issue Type	Description	System	Priority	Status
2	23-Jul-24	Data	Material / Componnet flag	Maximo	1	Ongoing
3	25-Jul-24	Bug	Optimus delayed response	Optimus	1	Ongoing
4	23-Jul-24	Bug	24:00:00 time format at work orders	Optimus	1	Ongoing
5	23-Jul-24	PBI	Long/Short Description to be pass to MAXIMO (@ WO Task/Operatinos)	Optimus/Maximo/Mateo & FMP	1	New
6	24-Jul-24	PBI	Interval shift over factory calendar	FMP	1	Ongoing

← → ⌂ slb-it.visualstudio.com/es-TLM-federation/\_sprints/backlog/EAR-AA-4908%20-%20Highgarden

Azure DevOps slb-it / es-TLM-federation / Boards / Sprints

**es-TLM-federation** BUG 4778037

4778037 The mouse cursor is moving forward in message text box for shipping instruction &

Sameer Namdeo Nimje 1 Comment Add Tag

State: Approved Area: es-TLM-federation\Team 3 - Highgarden

Reason: Approved by the Prod Iteration: es-TLM-federation\2024\_Thu-Wed\2024-PI-Q3\B32

**Repro Steps**

1.. On the activity monitor page for FMP application  
Open any message pop up for shipping instruction and FMP comment  
Steps :

1. Type LDAP first and select  
2. Write something on that

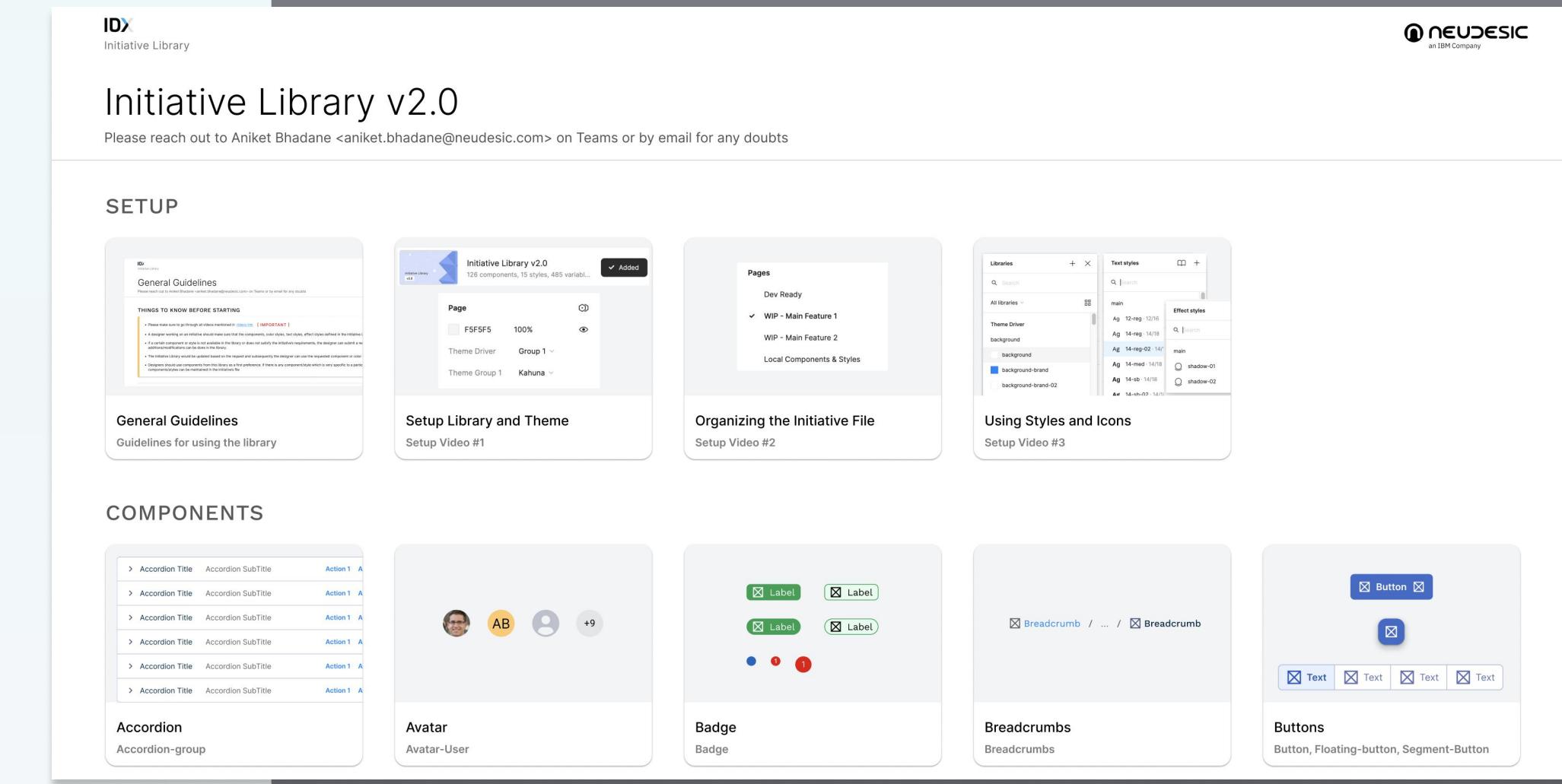
# Design system with multi-brand, multi-typography support

## Brief

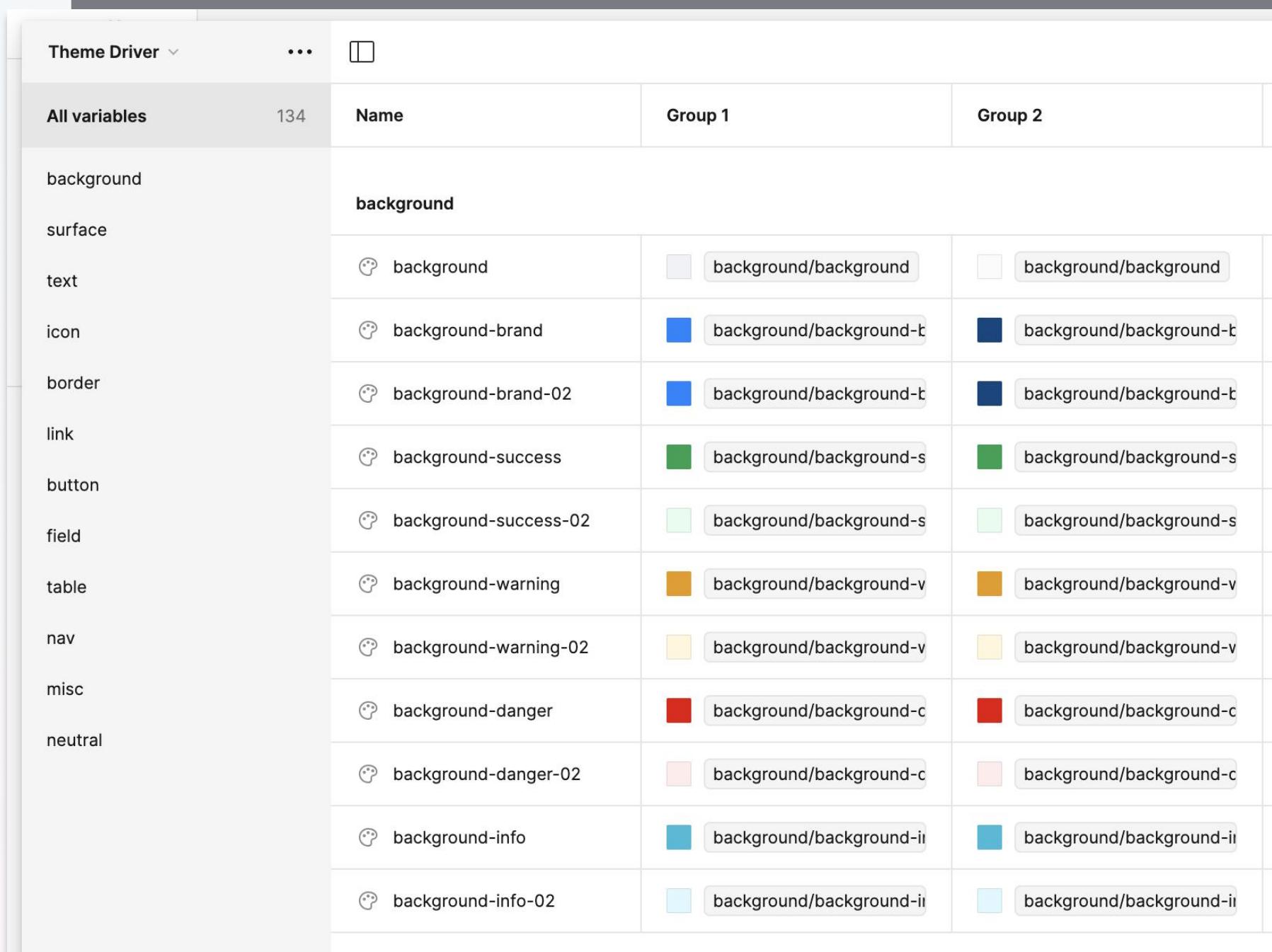
Neudesic has various Initiatives/IPs being developed. Each initiative may follow brand guidelines. The need was to have a design system to bring about consistency in the components used across initiatives, although being able to support different brand guidelines.

## Responsibilities & Achievements

- Solely create extensible design system for above requirements.
- Align with all initiatives and its designers.
- Use state-of-art Figma features.
- Able to support upto 16 initiatives (can be extended to 64).
- Increase in productivity of designers and bring about consistency.



The screenshot shows the Initiative Library v2.0 interface. At the top, there's a header with the library name and a note to reach out to Aniket Bhadane. Below the header, the 'SETUP' section contains three cards: 'General Guidelines' (with a link to 'Setup Video #1'), 'Pages' (with a link to 'Setup Video #2'), and 'Using Styles and Icons' (with a link to 'Setup Video #3'). The 'COMPONENTS' section displays several examples of UI components: 'Accordion' (with a link to 'Setup Video #1'), 'Avatar' (with a link to 'Setup Video #2'), 'Badge' (with a link to 'Setup Video #2'), 'Breadcrumbs' (with a link to 'Setup Video #3'), and 'Buttons' (with a link to 'Setup Video #3'). Each component example includes a preview image and a list of its properties.



The screenshot shows the 'Theme Driver' panel in Figma. It lists various variable categories on the left: 'background', 'surface', 'text', 'icon', 'border', 'link', 'button', 'field', 'table', 'nav', 'misc', and 'neutral'. To the right of each category, there's a table with columns for 'Name', 'Group 1', and 'Group 2'. Each row contains a color swatch followed by the variable name and its corresponding group names. For example, under 'background', there are entries for 'background' (light gray), 'background-brand' (blue), 'background-brand-02' (dark blue), 'background-success' (green), 'background-success-02' (light green), 'background-warning' (orange), 'background-warning-02' (yellow), 'background-danger' (red), 'background-danger-02' (pink), 'background-info' (teal), and 'background-info-02' (light teal). The 'All variables' count is listed as 134.

# Figma Training Program

## Brief

Most of UX team in Neudesic was not proficient in Figma by 2023. Most were using Adobe XD for project work. With the discontinuation of Adobe XD, there was need to upskill the team on using Figma efficiently.

## Responsibilities & Achievements

- Conducted two months training program on Figma.
- Covered all aspects of Figma from basic to advanced.
- Certificates were awarded to eligible participants.
- Sessions were recorded for further reference.
- Allowed swift allocation of bench members to new projects.
- Increased productivity of members working on initiatives and also in projects.

Session #	Date	Topics
1	09-Jun-2023	Design Tokens, Schema and their Usage: <ul style="list-style-type: none"><li>• Color styles</li><li>• Text styles</li><li>• Effect styles</li><li>• Grid styles</li></ul>
2	16-Jun-2023	Frames vs groups, Sections, Pages <ul style="list-style-type: none"><li>• Basic introduction to Components and Variants</li><li>• Teams and Projects</li><li>• Libraries</li><li>• Implementing multi-version Design Libraries, using 'Swap Library'</li><li>• Implementing multi-theme design tokens and file structure, using 'Swap Library'</li></ul>
3	23-Jun-2023	Auto-Layout
4	30-Jun-2023	Component Properties
5	07-July-2023	Variables <ul style="list-style-type: none"><li>• Design Tokens</li><li>• Auto-Layout and Components</li><li>• Theming</li><li>• Multi platform</li><li>• Migrating Styles to Variables</li></ul>
6	14-July-2023	Basic Prototyping <ul style="list-style-type: none"><li>• Micro-animations with component variants</li><li>• Videos</li><li>• State management</li><li>• Basic icons creation and basic picture properties</li><li>• Animations to Lottie</li></ul>
7	21-July-2023	Advanced Prototyping with Variables <ul style="list-style-type: none"><li>• Miscellaneous tips about Figma<ul style="list-style-type: none"><li>○ Design System/Library Performance considerations</li><li>○ Library Analytics</li><li>○ Embedding prototypes in documentation platforms like Confluence</li><li>○ Bulk update variant elements, bulk rename, thumbnails, “.” &amp; “_” operators, Prototype settings, etc.</li></ul></li></ul>
8	28-July-2023	Dev Mode, Multiplayer tools, Collaboration, Branching and Merging

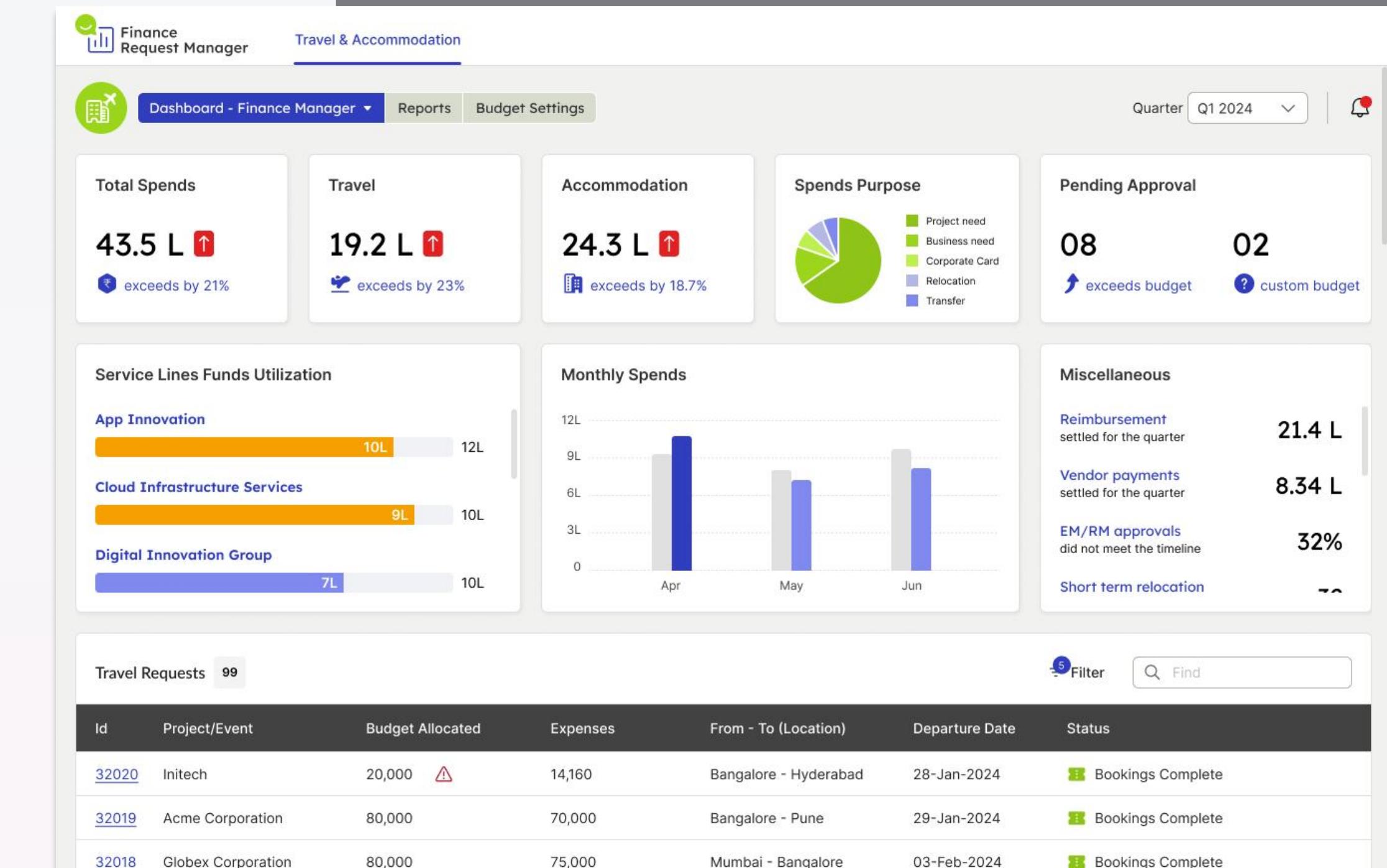
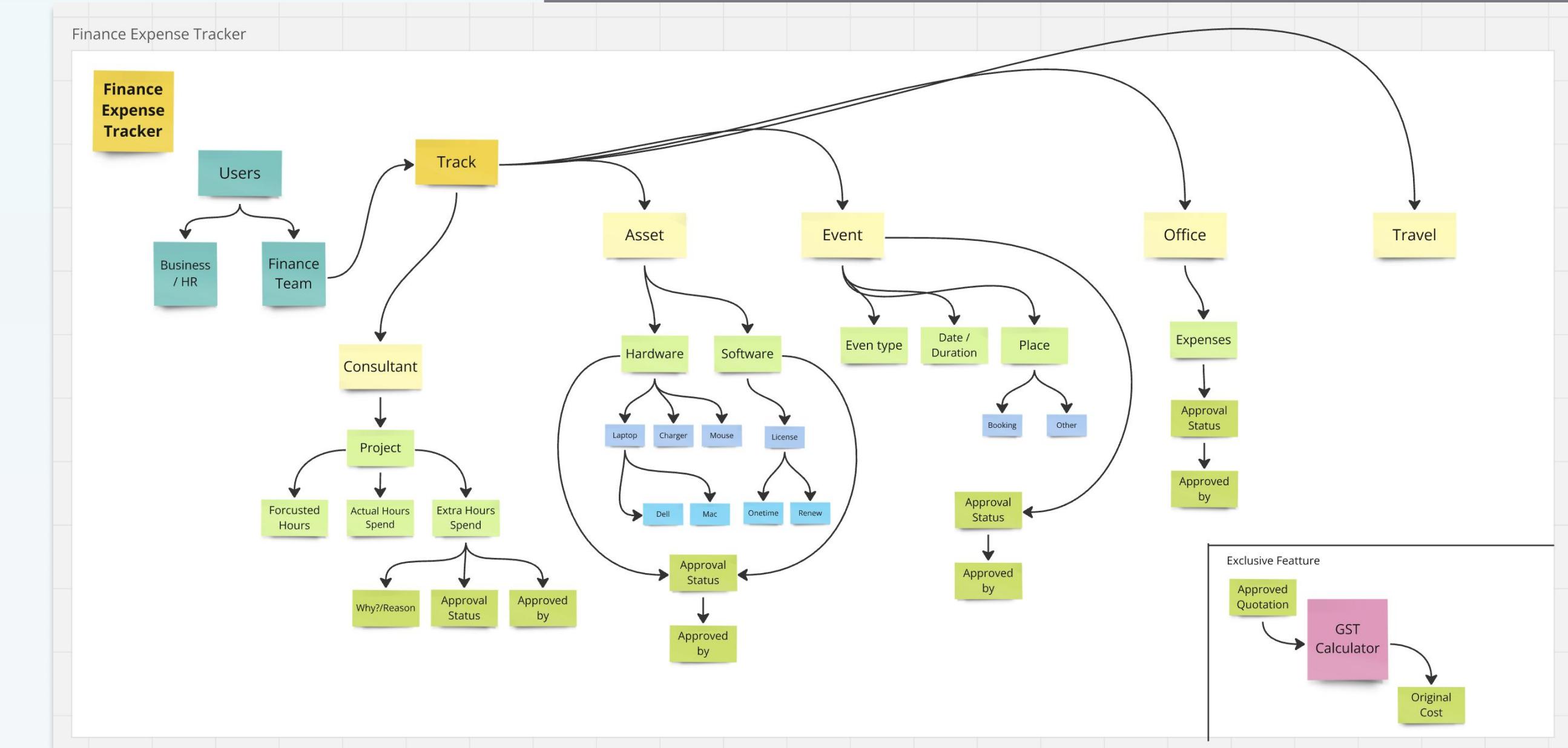
# Finance tracker for org finance team

## Brief

The finance team in Neudesic was using Excel sheets for tracking and budgeting expenses related to travel, assets, etc. They needed a specifically curated finance tracking and ticketing tool.

## Responsibilities & Achievements

- Conducted foundational user research.
- Created personas, information architecture and user task flow.
- Lead visual design and guided junior designers.
- Created design library for the requirements.
- Successfully demo'd the hi-fi prototype and received approvals from finance head.





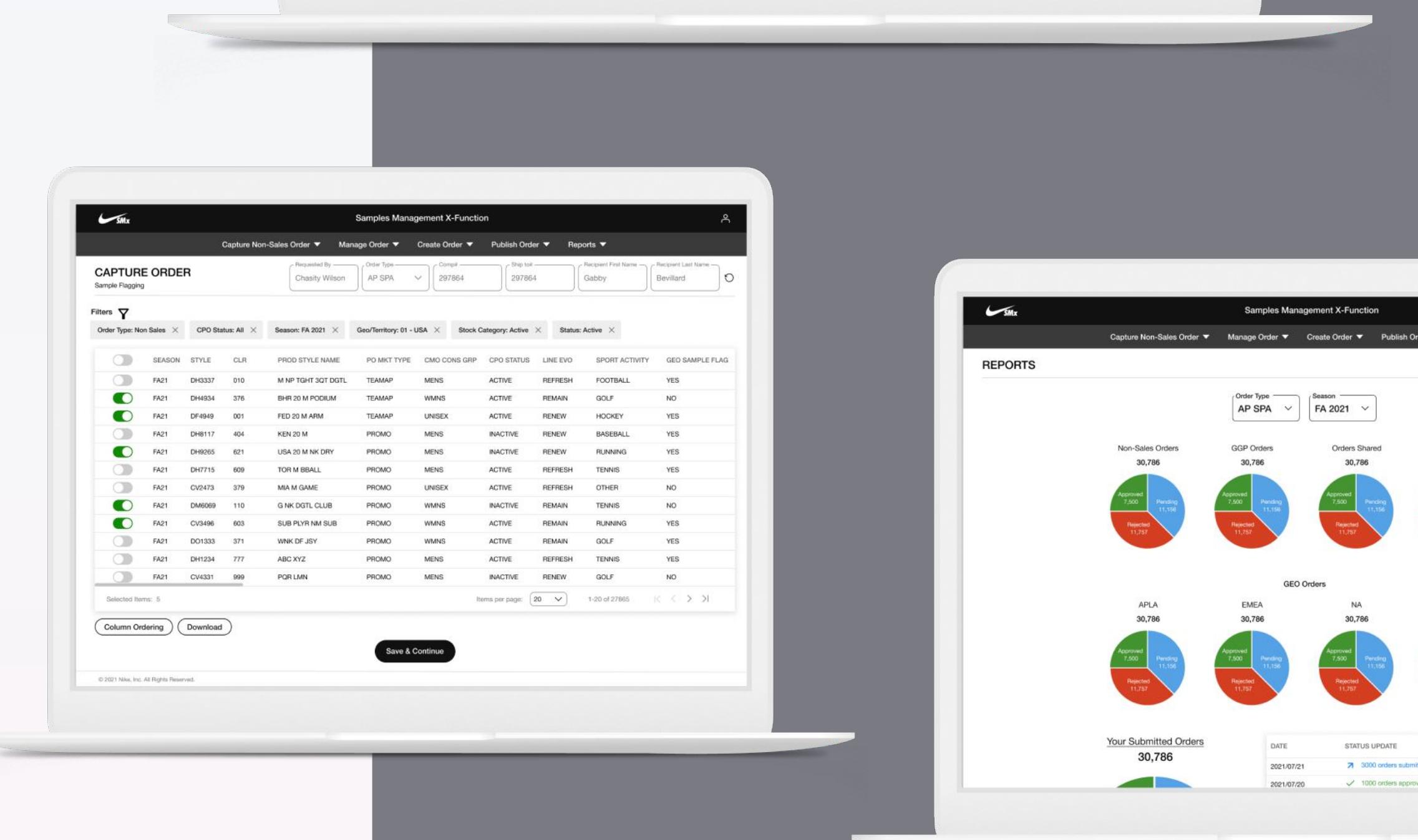
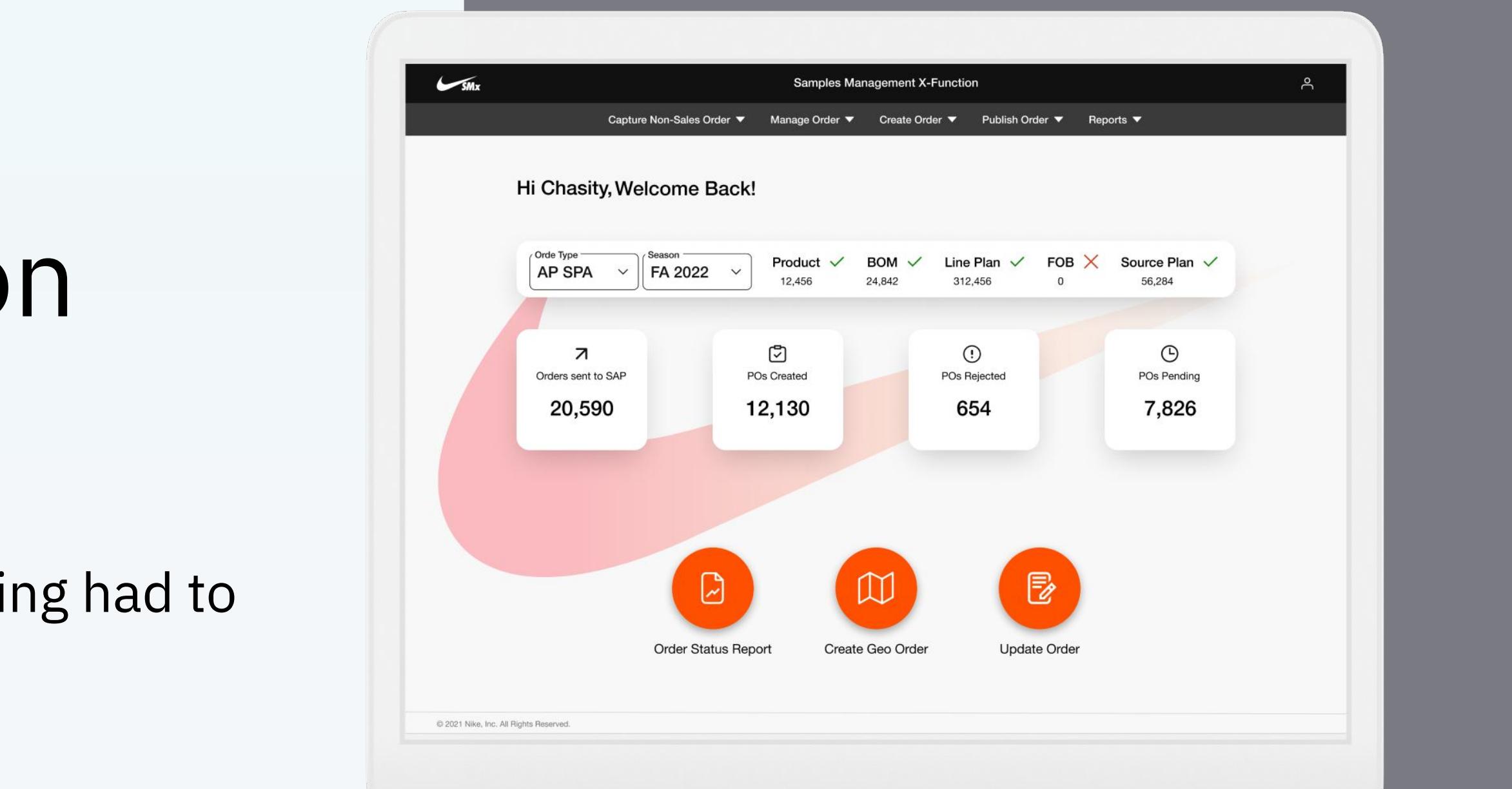
# Apparel management application

## Brief

The legacy desktop application for apparel management / tracking had to migrated to a modern web based solution.

## Responsibilities & Achievements

- Interacted with the business to understand existing functionalities and new business requirements.
- Created Information architecture for the complex flow.
- Conducted Usability studies and A/B tests to refine understanding of user requirements and create visual designs.
- Created visual designs as per the various components available in Nike's Design system.



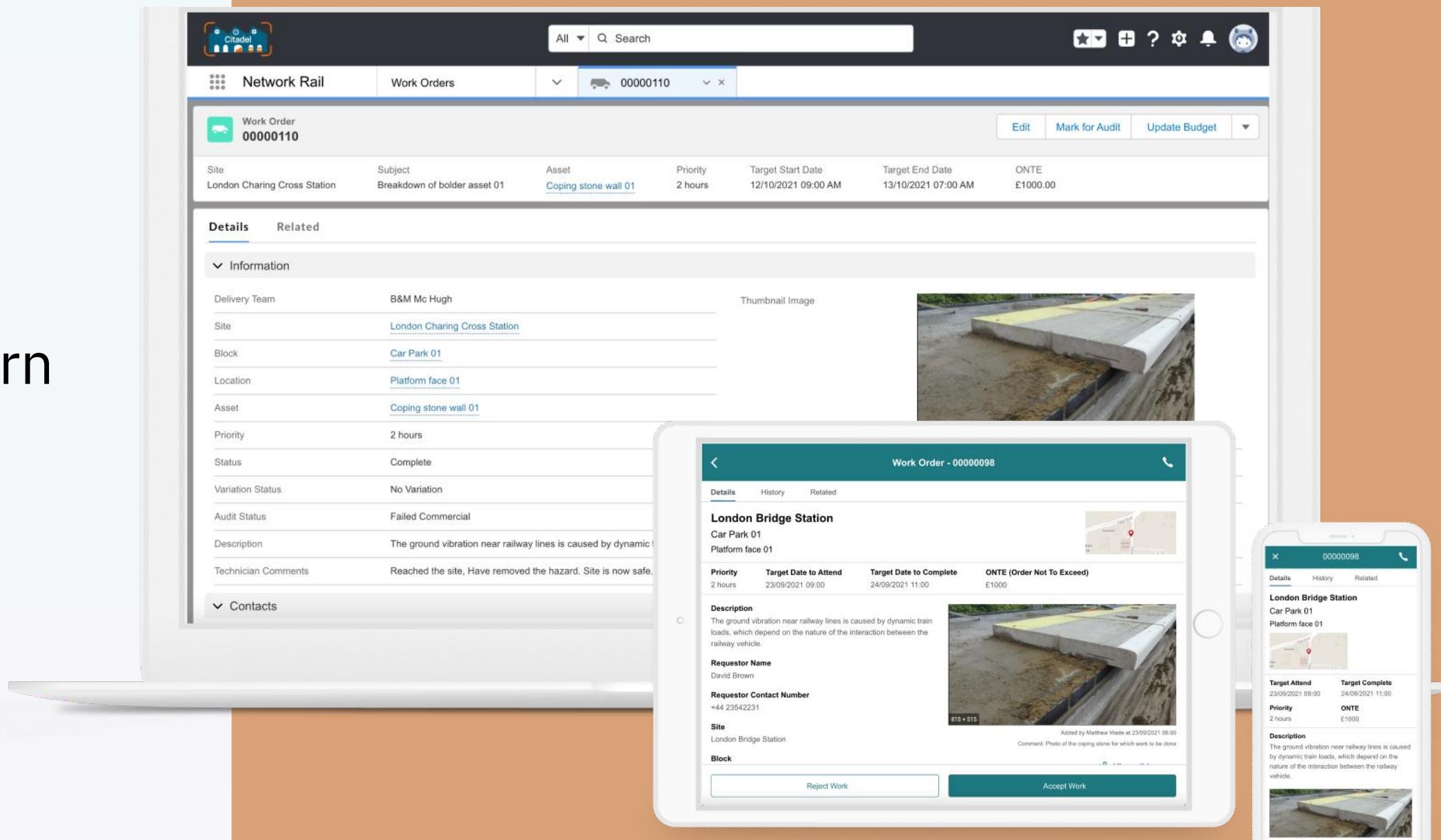
# Asset management application on Salesforce

## Brief

The legacy application for Asset Management has to be migrated to modern web and mobile solution, based on Salesforce.

## Responsibilities & Achievements

- Interacted with the business for requirements gathering.
- Conducted research activities, Usability Tests, A/B Tests.
- Learnt and used Lightning Design System provided by Salesforce.
- Created visual designs as per technical considerations of Salesforce.
- Collaborated with Business Analysts and developers to design intuitive solutions.





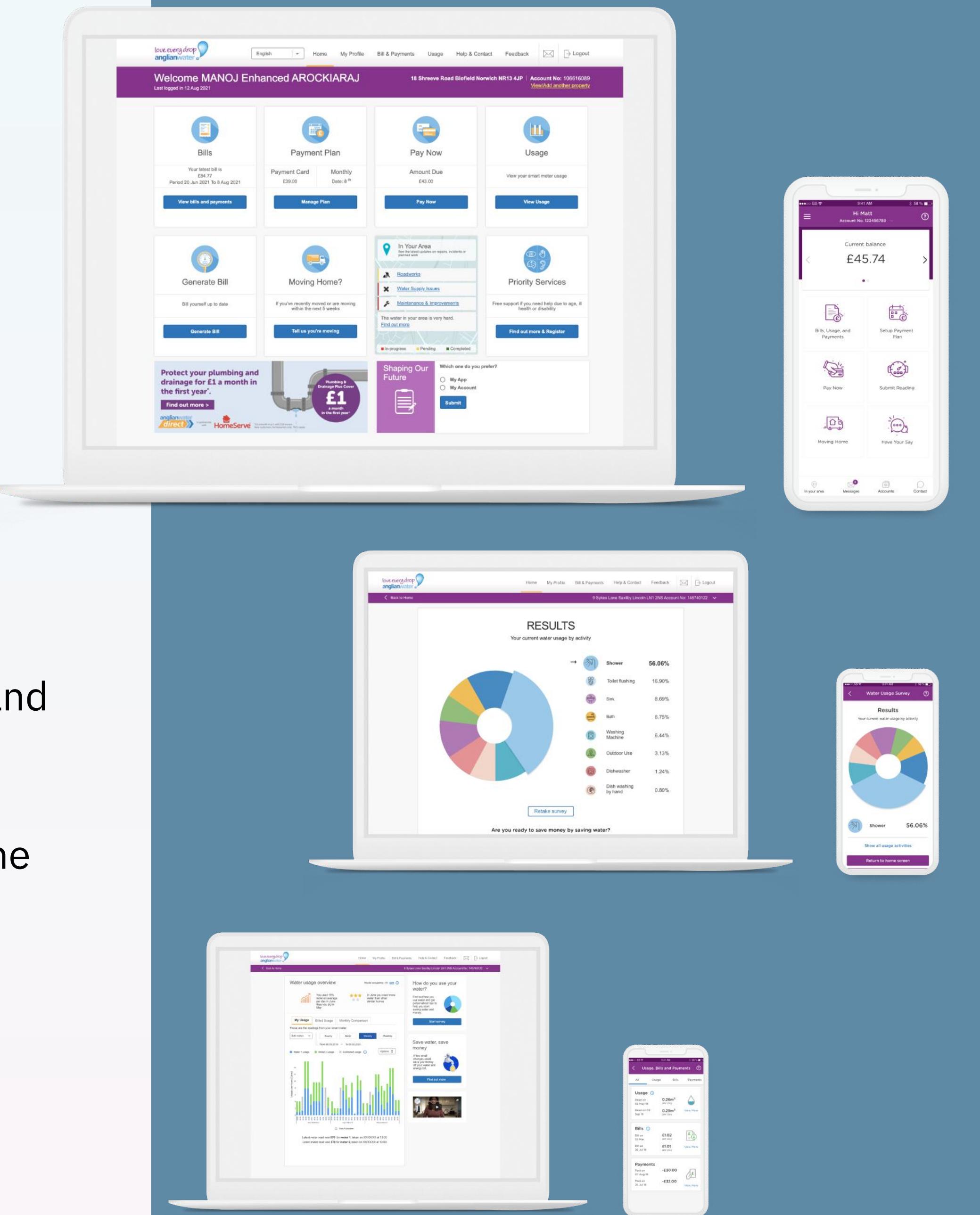
# Utility self-service application

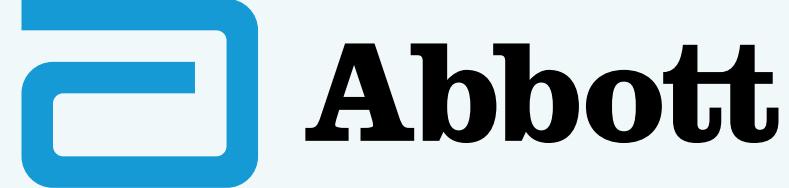
## Brief

AnglianWater is a major water utility service provider and wanted to create a self-service web and mobile application for its users.

## Responsibilities & Achievements

- Conducted Usability studies to fine tune understanding of user needs and update designs accordingly.
- Plotted user journeys for business requirements.
- Interacted with the business analyst and the business to understand the requirements.
- New user journeys were demonstrated to business and feedback was incorporated into the designs.





# Redesign of application for migration to AEM

## Brief

As part of Abbott's global transformation of legacy systems to AEM based systems, the project involved migration of Japan divisional web application to AEM.

## Responsibilities & Achievements

- Interacted with the business, developers and other stakeholders so that to align on the understanding and expectations.
- Worked with Abbott's UX team to understand existing brand guidelines, design system and process.
- The design system components were reused, with their styling being updated as per department's guidelines.
- Visual designs were created considering technical constraints of AEM.

The screenshot displays the Abbott Japan divisional web application. The top navigation bar includes links for MY EVENTS, MY PROFILE, LOGOUT, MEDICAL JOURNEY, ABOUT THE MEDICAL JOURNEY, NEWS, QUALITY OF MEDICAL CARE, PROCESS, INNOVATION, LEADERSHIP, and EVENTS. The main content area features a large banner with the headline "A SUSTAINABLE FUTURE STARTS WITH HEALTH" and a sub-headline "WE'RE DESIGNING ACCESS AND AFFORDABILITY INTO OUR PRODUCTS". Below this are sections for NEWS, QUALITY OF MEDICAL CARE, and EVENTS. The NEWS section shows a thumbnail of a child and links to articles about oncology, nosocomial infections, and clinical practice efficiency. The QUALITY OF MEDICAL CARE section shows thumbnails of medical professionals and links to articles about test data analysis and hospital management. The EVENTS section shows a thumbnail of a speaker and links to articles about oncology summits and clinical practice. At the bottom, there is a registration form for a newsletter, with fields for Surname, Given name, Medical institution, Work phone, Belongs, Occupation, Position, and Newsletter Subscription options for Latest Articles, Seminars/Events, and Promotional Information. The footer includes links for Unsubscribe from newsletter, Contact Us, Sitemap, Terms of Service, Privacy Policy, and Privacy Policy - Japan.



# Telecom solution targeted towards SMEs

## Brief

Avaya's telecom solution for SMEs was a market leader with the solution deployed in tens of thousands of organizations. The work included creation of web and mobile solution for the product and migration of existing legacy functionalities.

## Responsibilities & Achievements

- Conducted Primary and Secondary Research as well as Qualitative and Quantitative Research.
- Worked extensively on Information architecture and User Journeys across the application.
- As part of Avaya's UX team, adhered to brand guidelines and created visual designs accordingly.

