UX DESIGNER

Dipti Gupte

WORK EXPERIENCE

IBM | Sr. Designer Intern - Client Engineering (CE)
May 2023 - August 2023
- Supported multiple design thinking workshops with clients like Black Knight, PNC and other financial institutions by polishing and creating mural activities such as I like...I wish...I wonder, Empathy Maps and Use Case Ideation that aimed to give clients the opportunity to have an open conversation with CE team which derived insights of the client's pain points and wants
- Conducted user research into the intern experience by planning and facilitating three feedback workshops to gather insights and deliver recommendations back to leadership
- Facilitated two internal team agreement workshop for CE Financial Service Market (FSM) designers and CE FSM central team which generated greater team alignment and provided clear next steps for internal team initiatives
- Aided a retrospective for internal IBM CE team to guide discussion about completed client workshop and transcribed thoughts on what went well, what could have been done better and questions

Wells Fargo | Technology Associate
March 2021 - June 2022
- Developed junit and code coverage test files and tested new releases on physical ATMs for ATM UI Modernization team
- Contributed to QA efforts with defect and regression testing for mobile remote deposit capture team in addition to leading the coordination for batch testing between 15+ peers
- Networked with UX designers and established an unofficial mentorship opportunity for myself with a VP Senior Digital Product Manager

Opal | UX Engineer
April 2020 - February 2021
- Designed low and high fidelity prototypes of mobile and desktop pages for end users using Figma based on research analysis
- Collaborated with and communicated about design ideas and engineering constraints with designers, engineers and PMs

PROFESSIONAL CERTIFICATES

Accessibility Foundations
Issued by IBM | July 2023

Enterprise Design Thinking Co-Creator
Issued by IBM | July 2023

CONTACT
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EDUCATION
Georgia Institute of Technology
M.S. in **Human Computer Interaction** with Interactive Computing Concentration
August 2022 - May 2024

Santa Clara University
B.S. in **Computer Science** with Software Emphasis, Digital Arts and Mathematics Minors
September 2017 - December 2020

SKILLS
UX Skills
- Facilitation
- Design Thinking
- User & Stakeholder Research
- Interviews & Surveys
- Persona & Scenarios
- Wireframes & Prototypes
- Affinity Mapping
- Empathy Mapping

Tools
- Figma
- Miro
- Mural
- Qualtrics
- ProtoPie
- Illustrator

Front-End Languages
- HTML
- CSS
- JavaScript
- ReactNative
- Python