

UX DESIGNER

# Dipti Gupte

## WORK EXPERIENCE

### IBM | Innovation Designer - Client Engineering (CE)

July 2024 - Present

- Collaborated with team of designers, product managers and engineerings to create an Agentic AI Bootcamp for financial clients to learn about what AI Agents are and how to integrate them into user experience
- Utilized Figma, Adobe Creative Suite, and Microsoft PowerPoint to create clickthrough demos, architecture diagrams, and one-pagers
- Partner with engineers and business technical leaders to create user story and solution play decks for internal and external use

### IBM | Sr. Designer Intern - Client Engineering (CE)

May 2023 - August 2023

- Supported 5+ design thinking workshops by polishing and creating mural activities such as Empathy Maps and Use Case Ideation which derived insights of the client's pain points and wants
- Conducted user research into the intern experience by planning and facilitating 3 feedback workshops to gather insights and deliver recommendations back to leadership
- Facilitated 2 internal team agreement workshops 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

### 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

## PROJECTS

### Master's Thesis | SocialConnect

August 2023 - May 2024

- Researched and designed a prototype for an at-home tool to empower in-person socialization for people diagnosed with mild cognitive impairment and their care partners
- Facilitated focus group activities and conducted interviews to gain a clear understanding of the user's pain points and potential solutions
- Created low fidelity wireframes and medium- and high-fidelity mockups with Figma based on insights and feedback from research

## 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
- Adobe Creative Suite

### Front-End Languages

- HTML
- CSS
- JavaScript
- Python