

Sajal Chaplot

UX Designer

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sajalchaplot.co.in

Education

IIT Guwahati
B.Des | 2015-2019
7.87 / 10

Design Skills

User Interview
Ethnographic Research
Contextual Inquiry
Questionnaire Survey
Heuristic Evaluation
Usability Testing
User Personas
Customer Journey Maps
Card Sorting
Information Architecture
Wireframing
Rapid Prototyping

Software Skills

Adobe XD
Photoshop
Illustrator
Figma
Miro
Tableau*

Development

HTML5/CSS3
Javascript/Jquery*
SQL Server*

* Elementary Proficiency

Work Experience

Wongdoody, Infosys

August '19 - February '21

Lead Experience Design

Conducted **client workshops, user research** and **designed client's applications** in collaboration with stakeholders, actual users and developers.

Actively involved in project pitch and **proved instrumental in winning a project** from renowned soft drink brand.

Projects

CMS Design for Soft Drink Brand

4 months

Identified pain points through multiple **remote interviews with 36 participants and 4 business stakeholders** across 10 countries.

Designed the contract management system in collaboration with stakeholders, users, business analyst and developers through bi-weekly design workshops.

HALE Reimagination

6 Months

Designed a mobile application and digital strategy for cross channel communication and closely worked with HR stakeholders and developers for different releases.

Conducted **90+ in-person interviews, online survey of 2500+ employees and literature research** to identify design opportunities.

Finacle Digital Lending

2 Months

Collaborated with Finacle Product Owners and 2 designers to design digital lending solution for SME's, expediting current account opening, applying for Over Draft Loan with minimum or zero intervention from banks.

Designed **chat bot conversations** to **help SME's to identify the right current account product for his business**.