

# Sajal Chaplot

## UX Designer



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### 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

### Development

HTML5/CSS3  
Javascript/Jquery\*  
SQL Server\*

\* Elementary Proficiency

### Work Experience

#### Wongdoody, Infosys

August '19 - Present

##### Lead Experience Design

Designed a mobile application and communication strategy for improving employee wellness engagement.

Designed digital lending solution for Finacle Product expediting current account opening, applying for Over Draft Loan with minimum or zero intervention from banks.

Conducted remote discovery workshops and user observation sessions to identify and prioritize pain points for a legacy system of a worldwide soft drink brand.

### Projects

#### CMS Redesign for Soft Drink Brand

##### Ongoing

Planned and conducted remote user observation sessions with 36 employees to understand system's usability problems and usage pattern of the system. Developed empathy maps for 4 user personas and customer journey maps with opportunities for redesign directions.

Currently, we are conducting brainstorming workshops to conceptualize and validate the design concepts with user stories. Worked closely with clients, Project Manager, BA, developers to identify MVP and feasibility of features.

#### HALE Reimagination

##### 6 Months

Planned and conducted design research in collaboration with HR stakeholders and 5 designers to develop actionable insights. Designed a mobile application and digital strategy for cross channel communication and closely worked with developers for phase 1 release of mobile application.

#### 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.