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<https://sayalideshpandeporfolio.framer.website>

**UX RESEARCHER | SERVICE DESIGN STRATEGIST | HUMAN-CENTERED INSIGHTS** Empathetic and data-driven UX Researcher skilled in translating insights into design and business decisions. Experienced in healthcare, aerospace, and technology, applying mixed-method research, journey mapping, and service blueprinting to improve both customer and employee experiences. Proficient in AI-driven research synthesis and storytelling for executives.

**PROFESSIONAL EXPERIENCE** UX Researcher (Contract) HealCycle – FemTech Innovation & PMS Management | Jul 2025 – Present - Led user interviews and usability tests for subscriptions, driving a 15% lift in paid conversions. - Applied AI-based tools for insight synthesis and persona creation. - Produced research reports aligning KPIs with user trust and comfort.

Service Design Researcher (Contract) Defy Aerospace Pvt. Ltd. | Apr 2025 – Jun 2025 - Conducted user research for drone adoption across rural and urban users. - Defined journey frameworks and communication touchpoints improving cohesion by 30%. - Collaborated with cross-functional teams to align design with user expectations.

UX Researcher | Design Strategist (Full-time) ACV Solutions Pvt. Ltd. | Oct 2023 – Apr 2025 - Conducted generative and evaluative studies improving billing processes by 25%. - Created JTBD frameworks and personas reducing design turnaround by 50%. - Facilitated workshops translating insights into product direction.

Service Design Researcher (Contract) NHS x FrontlineBuddy – London, UK | Jan 2023 – Jun 2023 - Led end-to-end qualitative and quantitative research for nurse burnout reduction. - Synthesized insights from 30+ interviews, 3 surveys, and 20 diary studies. - Increased stakeholder engagement by 30% through actionable storytelling.

Research Assistant (Contract) Ministry of Justice x Oasis Restore Secure School – UK | Sep 2022 – Dec 2022 - Designed mentor-mentee flows and improved staff onboarding by 30% through testing.

UX Intern (HealthTech) U4RAD Technologies LLP | Jan 2021 – Apr 2021 - Conducted usability audits and workshops reducing patient waiting time by 25%.

**EDUCATION** MA Service Design, Royal College of Art, London (2021–2023) B.Des Product Design, ISDI Parsons – ATLAS SkillTech University, Mumbai (2017–2022) BA Sociology, University of Mumbai (2017–2021)

**RESEARCH TOOLKIT** User Interviews | Usability Testing | Journey Mapping | Persona Development | Service Blueprinting | Insight Clustering | AI-Assisted Research | Contextual Inquiry

**TOOLS** Figma | Miro | Dovetail | Adobe XD | ChatGPT | Claude | Notion AI | Maze | Airtable | Replit

**ACHIEVEMENTS** - Selected for London Business School x RCA MBA Elective – Business Models Innovation - Certifications: Georgia Tech UX Design Foundations, VibeCoding 101 (Replit)