AADITYA SHETE

PORTFOLIO

- Portfolio Website - https://aadityashete.me/
- Github - https://github.com/fan-boy/
- Github Code Sample -https://github.com/fan-boy/Portfolio-v2

About

Hello 👋,

I’m **Aaditya Shete**, a **UX Designer and Developer at Chain Reactive LLC**. I enjoy creating things and staying updated with the latest tech. I realised the importance of User Experience after my foray into the professional workspace and have been hooked onto creating amazing experiences since.

Ive had the privilege of being employed at a startup as well as at a huge corporation and have picked up essential skills and learnings on the way.

My main focus these days is in building **Accessible**, **Inclusive** and **Sustainable** products as well as **thoughtful digital experiences.**

I’m a Product/User Experience designer and a full stack web developer specialising in mobile and web applications.

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CONFIDENTIALITY

Case studies in this portfolio are under non-disclosure agreements (NDAs). As such, I have masked some information to protect the confidentiality of the projects.

Please refrain from sharing this portfolio since it contains some confidential information.

ORDER SCHEDULING

CASE STUDY

CHAIN REACTIVE

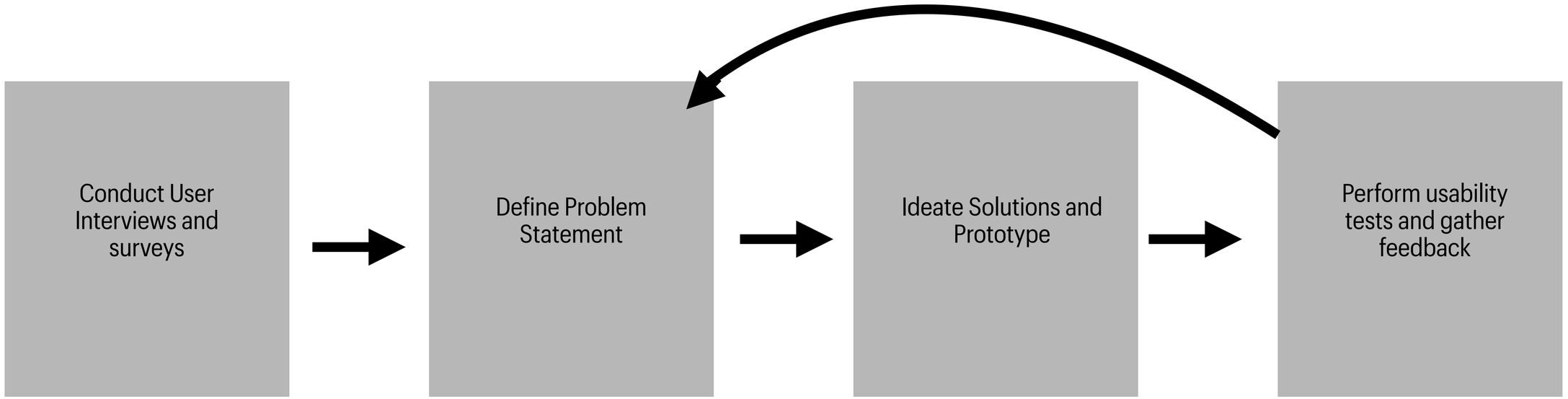
OVERVIEW

Chain Reactive LLC is a Pennsylvania based startup in the food and beverage industry. We are currently developing a responsive website that would provide a comprehensive experience for users looking to order online from local businesses. We are doing this while being constantly in touch with business owners for their feedback.

As a part of this project, we wanted to give the consumer more flexibility in terms of their order delivery or pick up times as the business owners felt that this would be an important feature.

We came up with a solution where the users could pick up a date and time and schedule their order.

DESIGN PROCESS



DESIGN PROCESS

GATHERING INFORMATION

We got an understanding of the exact requirements from the business owners by conducting extensive interviews. Most of the business that we spoke to were restaurants. According to the interviews we got to know the following-

- The business owners wanted the consumers to schedule the order at a specific time so that they could plan their resources accordingly.
- The menu items or the pricing of items could differ depending upon the requested time of delivery.
- Traditionally they took orders over the phone call so they didn’t face this issue as they could inform the consumer about any changes right away.

DEFINING PROBLEM STATEMENT

From this we concluded that the businesses required the consumers to explicitly select a pickup time.

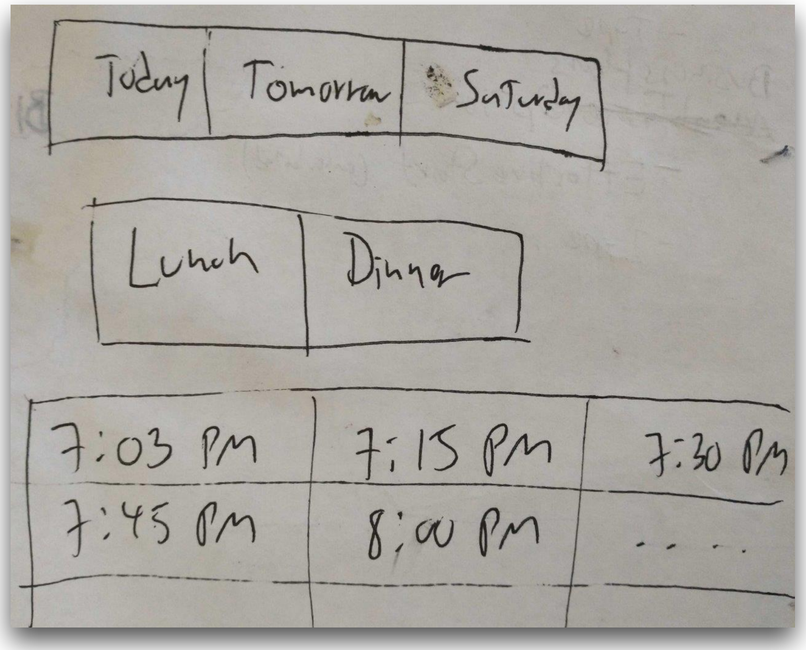
This feature was rather important as it was going to affect the menu and prices of the items. It turned out to be more important than we thought.

These conclusions lead to our problem statement -

- We need to provide the consumer with the ability to select a pickup/delivery time before he goes through the menu as his selection would affect the menu items and their pricing.

Based on this we started prototyping solutions and conducting tests with business owners.

INITIAL PROTOTYPING



Initial design prototype

Our initial design included a day picker followed by a shift (Breakfast,Lunch,Dinner) picker and then a time picker. Once the user made a time selection the menu section of the webpage would be populated. The business owners liked this design of the user having to explicitly select the timing.

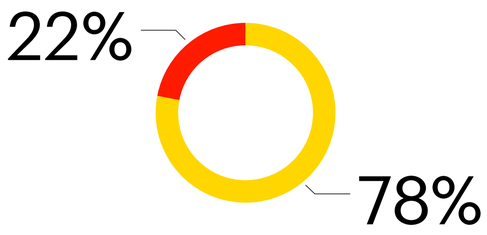
But I felt that it was not user friendly from the consumers perspective. So I decided to create a simple google form and survey the consumers to get an understanding of their perspective. A few questions from the were as follows -

- Would you be comfortable to select a pickup/delivery time every time you wanted to order something?
- How many times do you pre order items for a future time?

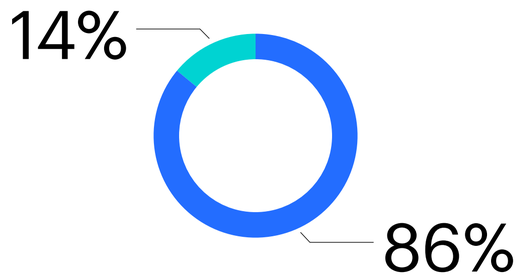
The survey was forwarded to about 50 people

IMPROVING

To no surprise the results of the survey were as follows-



78% people were not comfortable with selecting a pickup/delivery time before adding items to cart

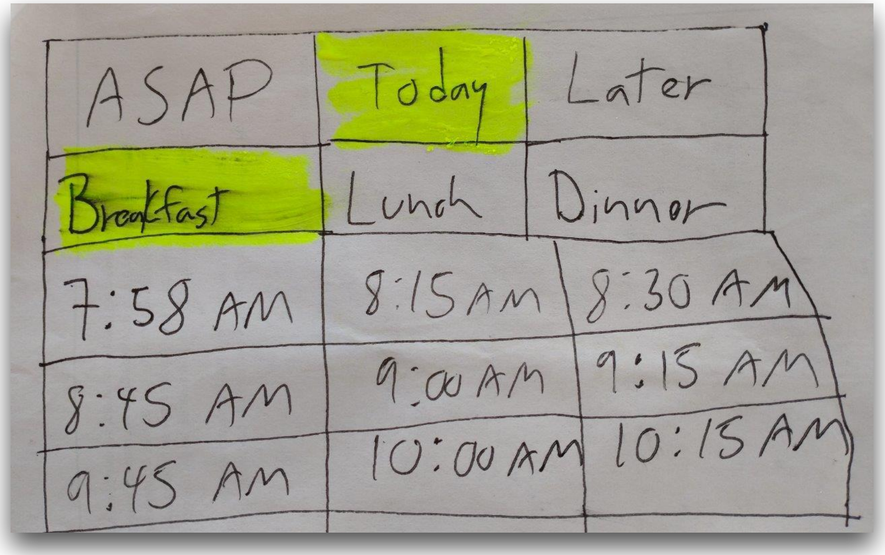


86% people had never preordered items earlier. 14% had preordered items only when they had large orders for parties or celebrations.

From this it was pretty clear that even though the feature was an important one from the perspective of the business owners, it was just a good to have feature from the perspective of the consumers as the consumers mostly placed orders for asap delivery/pickup.

This discovery lead to new and better prototypes.

ITERATING AND COLLECTING FEEDBACK



Updated design prototype

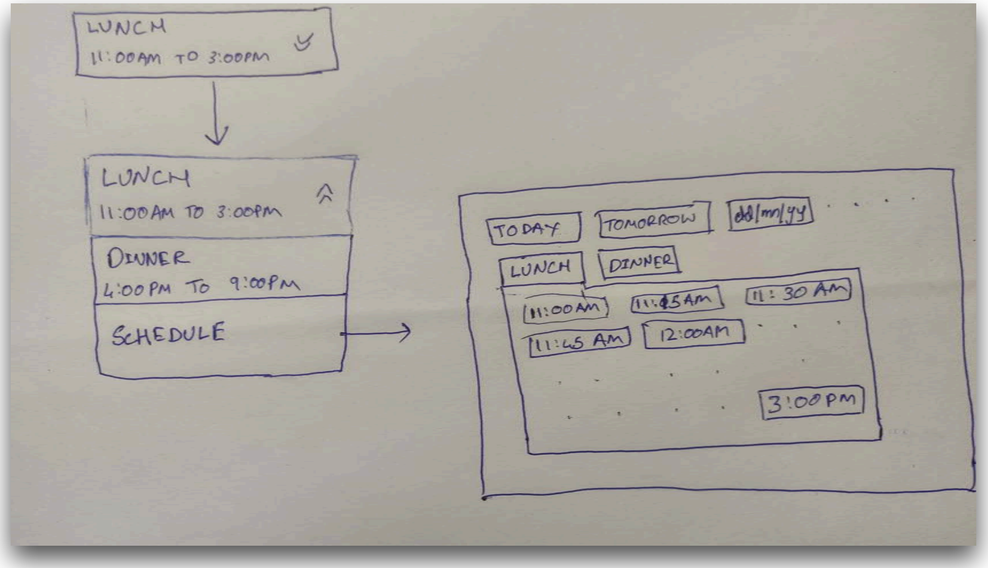
I then came up with this design prototype where ASAP delivery was selected by default and only if the user wanted to order for a future time he had to make a change to it. The time picker and shift picker (Breakfast,Lunch and Dinner) were hidden when ASAP was selected and only showed up when Today, or Later was selected.

However this prototype was rejected during testing by the consumers. From their feedback I concluded that -

- They felt that the time picker section that showed up once the user clicked on today or later was very overwhelming when it came up on the screen. It needed to be moved to a separate component.
- Users wanted the ability to shift between the different shifts of the current day easily.

This led to a new prototype.

FINAL PROTOTYPING



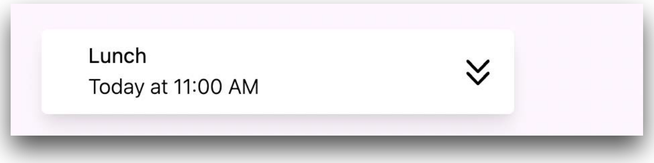
Updated design prototype

The next design iteration was a simple dropdown which displayed the shifts available for the current day. By default the current shift or the next available shift was selected and the menu was populated according to this.

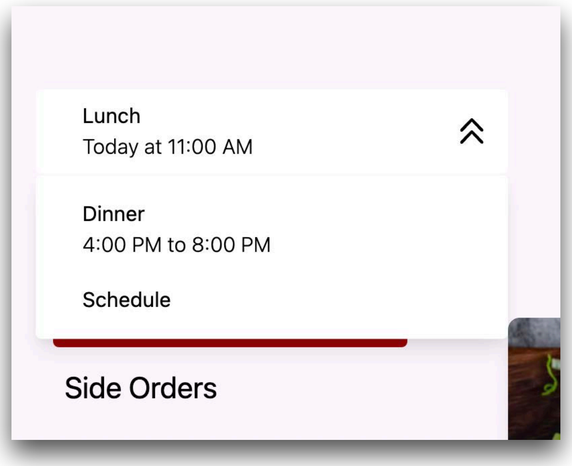
The dropdown also had a schedule option. On clicking the schedule option a popup would appear, where the user could make further selections.

This prototype was accepted by both the consumers and business owners and we decided to implement it.

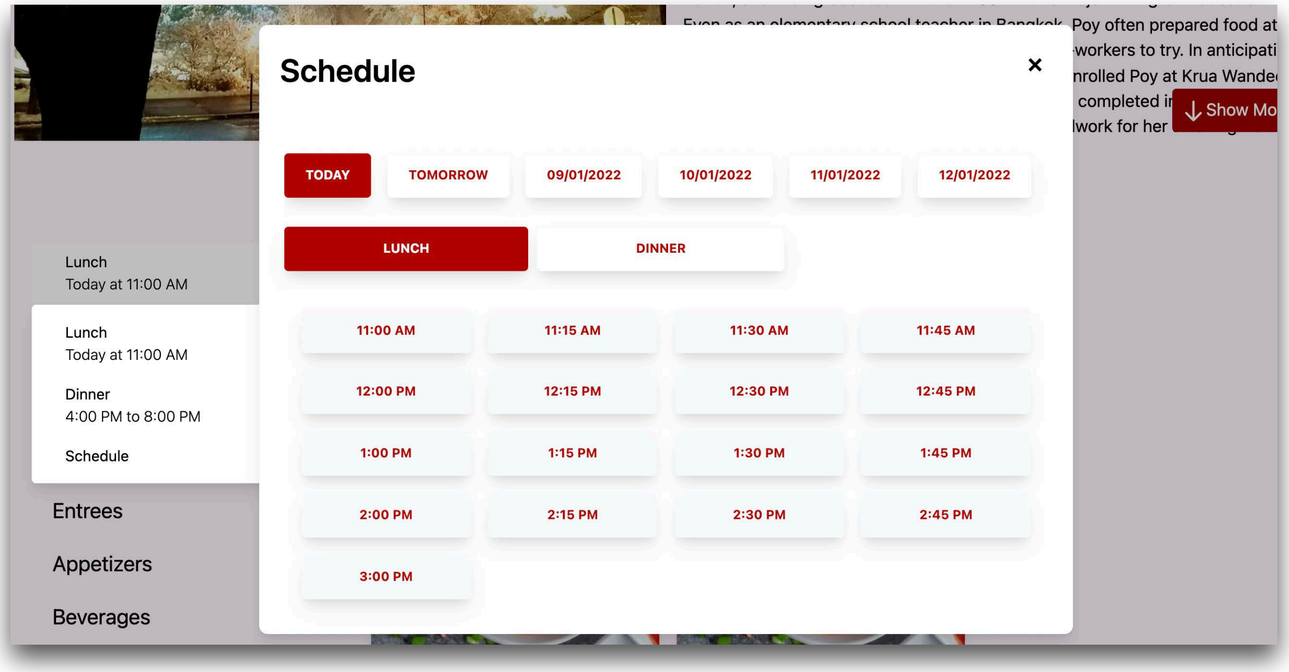
HIGH FIDELITY PROTOTYPE



Dropdown when closed



Dropdown when open .
Shows all available shifts for the day
and also the schedule option.



Modal Popup that shows when clicking on schedule for further selections.

CONCLUSION

We were able to come up with a design that satisfied the needs of the business owners while also keeping the complexity to minimum for the consumers.

- The end design was a very simple dropdown which didn’t clutter the screen unnecessarily. This worked from the users perspective.
- The business owners requirement of having the user select the pickup/delivery time was addressed by doing a default selection which would be handled by code.

During this process I learnt that it’s important to consider the requirements of all the user groups you have and come up with a design that works for all the user groups. Each user group might have different roles and perform different actions. The business owners are our customers, they are the ones that are going to pay us, but it was important to focus on their customers as well as that’s how they will be making money from them.

The product is still in its development phase currently and all these learnings are helping us improver the user experience for other features that we are working on.

HIVE

CASE STUDY

INGRAM MICRO INDIA SSC

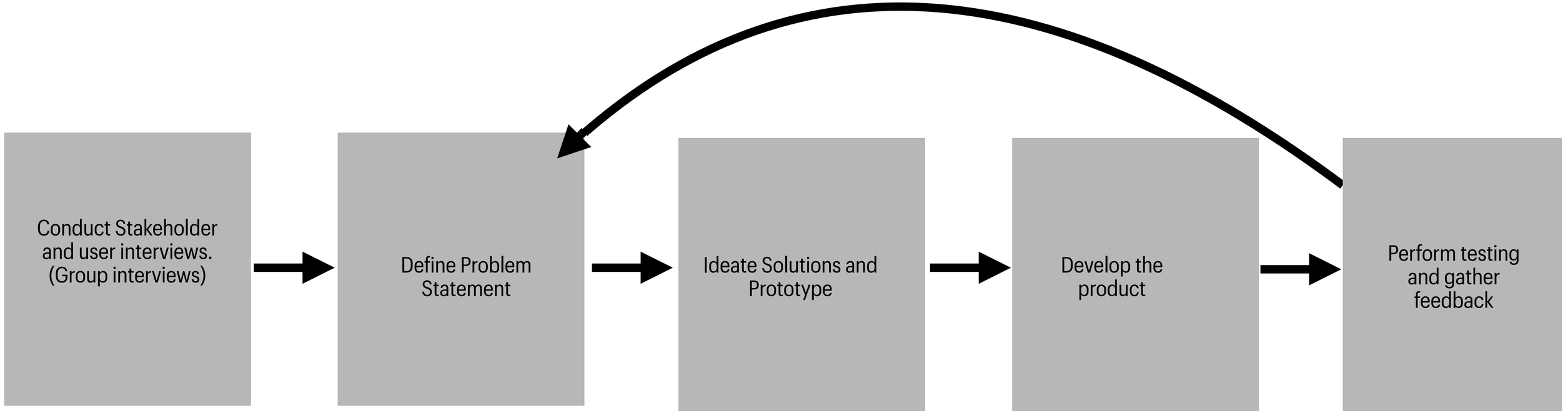
OVERVIEW

After the COVID - 19 pandemic when offices started reopening, the business continuity planning (BCP) team at Ingram Micro India gathered a team of 5 people and provided us with a problem statement. They wanted an app to enable a safe work environment to return to work.

Ingram Micro India has about 3000 employees all over and we had to come up with a way to ensure a safe return to work for them. This was particularly challenging because we were working on a tight deadline. We had to come up with a plan, design, implement and test a product all within 4 months.

Due to the time constraints all 5 of us were acting as designers and developers, however we had a UI specialist within the team.

DESIGN PROCESS



DESIGN PROCESS

GATHERING INFORMATION

We started by conducting extensive interviews with the BCP and the HR team to get a clear understanding of their requirements. From this we concluded that they needed a product which could -

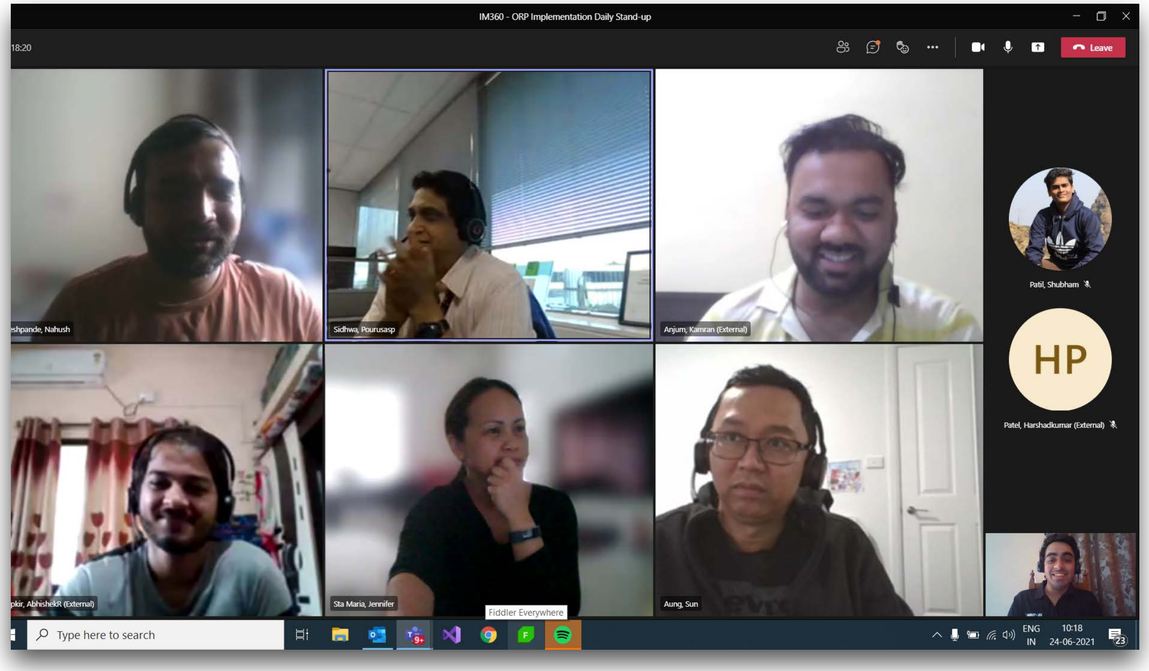
- Keep track of employees health status, their current location and if they had private vehicles.
- Keep track of employees vaccination status as only those with complete vaccination were going to be called to office.
- Ability to schedule employees visit to office in batches.
- Ability to keep track of employees attendance on a daily basis.
- Ensure safety of employees visiting office.
- Ability to deny entry to office to employees if they do not meet the temperature or oximeter requirements.
- Ability to send important communication to all employees or employees of a certain location.

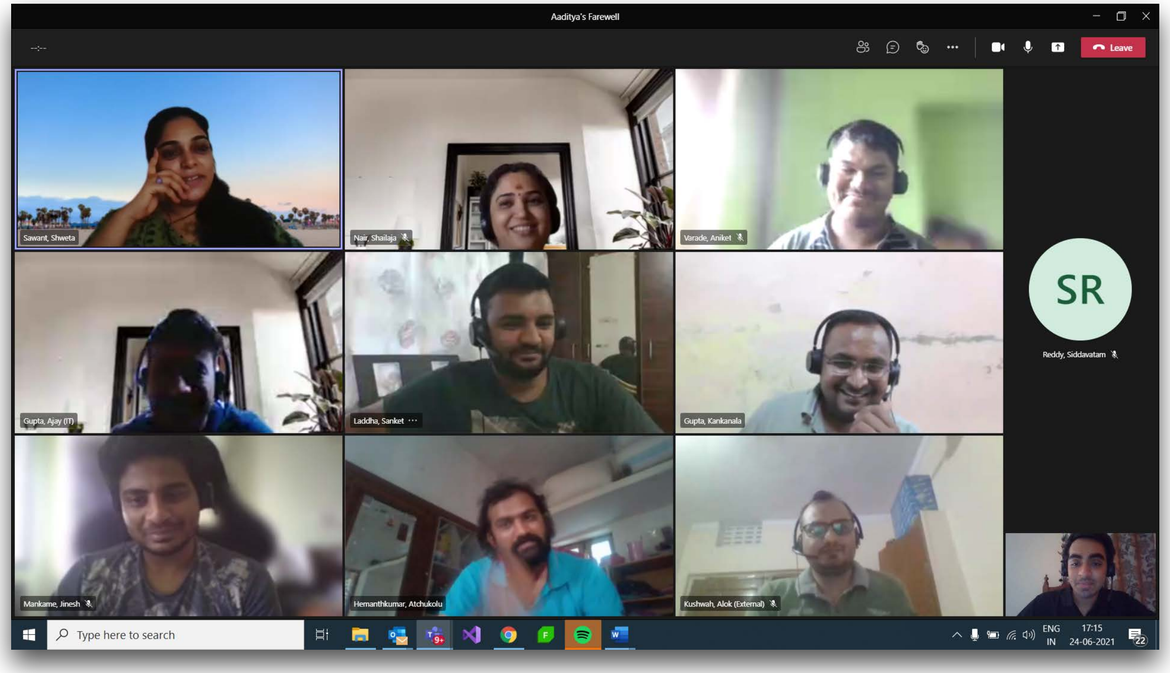
GATHERING INFORMATION

We then interviewed few employees to understand their needs out of this product. We got to know that the employees wanted -

- Ability to request ad-hoc visits to office for issues like getting their laptops fixed or replaced.
- Ability to see the people who are going to be visiting office at the same time as them so that they could get in touch with them.
- Ability to see their schedule for the current month.
- Ensure safety of employees visiting office.

GATHERING INFORMATION





Conducting Interviews online as all of us were sitting at home

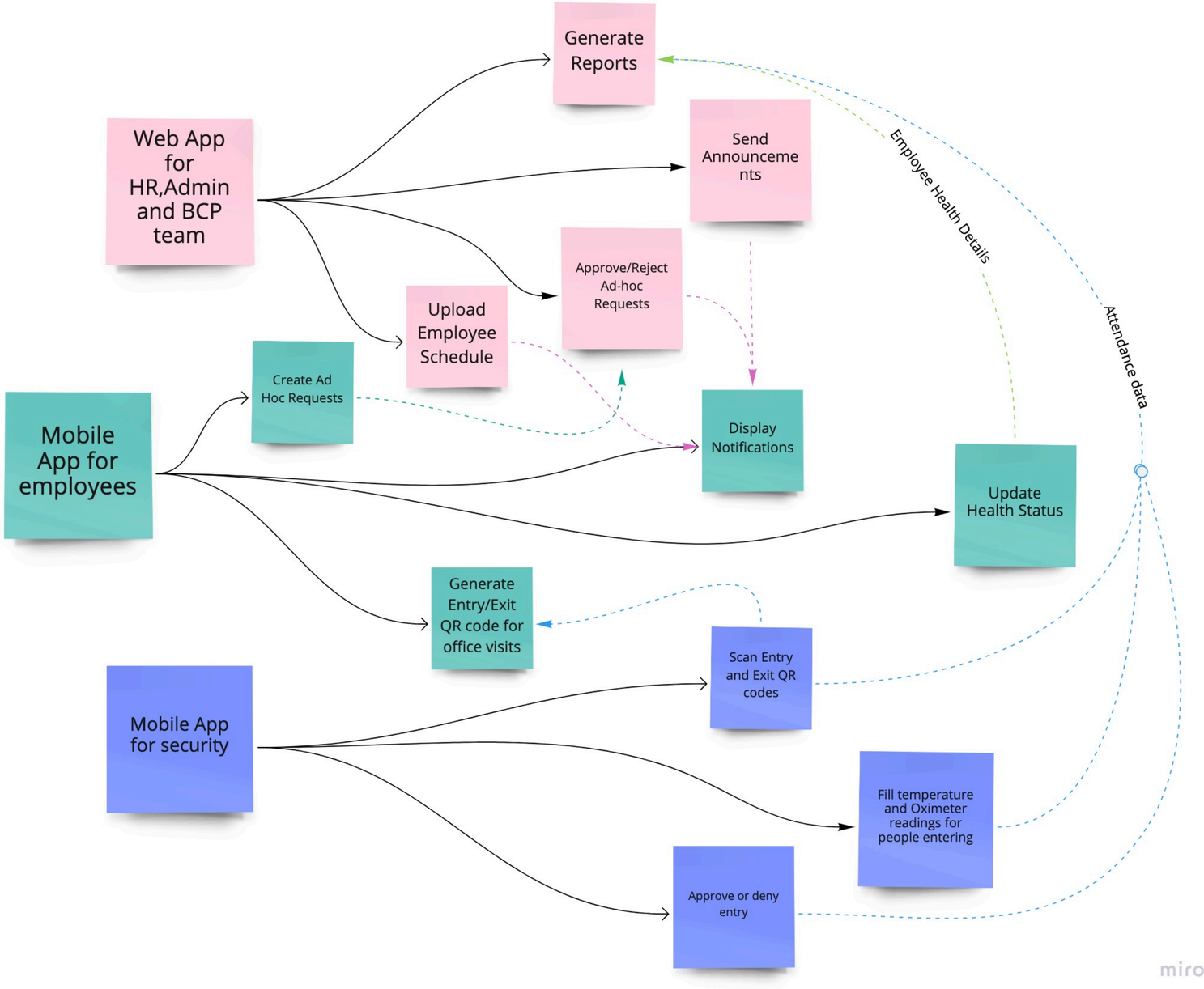
We decided to conduct group interview or discussions due to the time constraints. This turned out to be helpful as we were able to come up with a concise list of requirements.

DESIGN

We came up with a three application design solution.

- A web app that would be provided to the BCP, HR and Admin team where they could perform several actions. They could upload employee schedules, download reports displaying employee attendance, health status and send important communication to all employees or targeted groups.
- A mobile app that the employees would use. They had to fill in mandatory questions like vaccination details on first login. They would be able to access their office schedule and raise ad-hoc requests to visit office and display their entry pass for the same. They could also update their health status in case they fell sick.
- A third app was to be provided to the Admin team and security guards in office in which they would fill in the temperature and oximeter reading of the employees requesting entry into office after scanning their entry pass. Based on the scan and the temperature and oximeter reading the security team was notified whether to allow or deny entry to the employee.

DESIGN


Generate Reports
Web App for HR,Admin and BCP team
Send Announcements
Approve/Reject Ad-hoc Requests
Upload Employee Schedule
Create Ad Hoc Requests
Mobile App for employees
Display Notifications
Update Health Status
Generate Entry/Exit QR code for office visits
Scan Entry and Exit QR codes
Mobile App for security
Fill temperature and Oximeter readings for people entering
Approve or deny entry
Employee Health Details
Attendance data
miro

Due to time constraints we only came up with paper prototypes to get a basic idea of the design. We tried to keep the design as simple and minimalistic as possible.

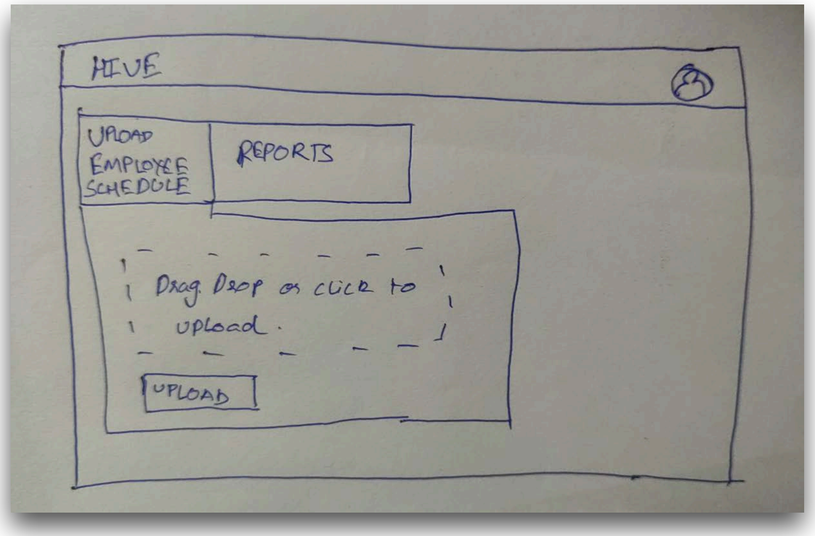
My main task was designing and implementing the web portal that the BCP,HR and Admin were going to use. Apart from this I also contributed to the Mobile app’s design and experience.

Two people were dedicated on the design and implementation of the mobile app.

During this phase we were constantly sharing the design with the stakeholders and getting their feedback and updating them.

While we were coming up with the design the UI specialist in our team was developing assets.

INITIAL PROTOTYPING



Initial Mockup

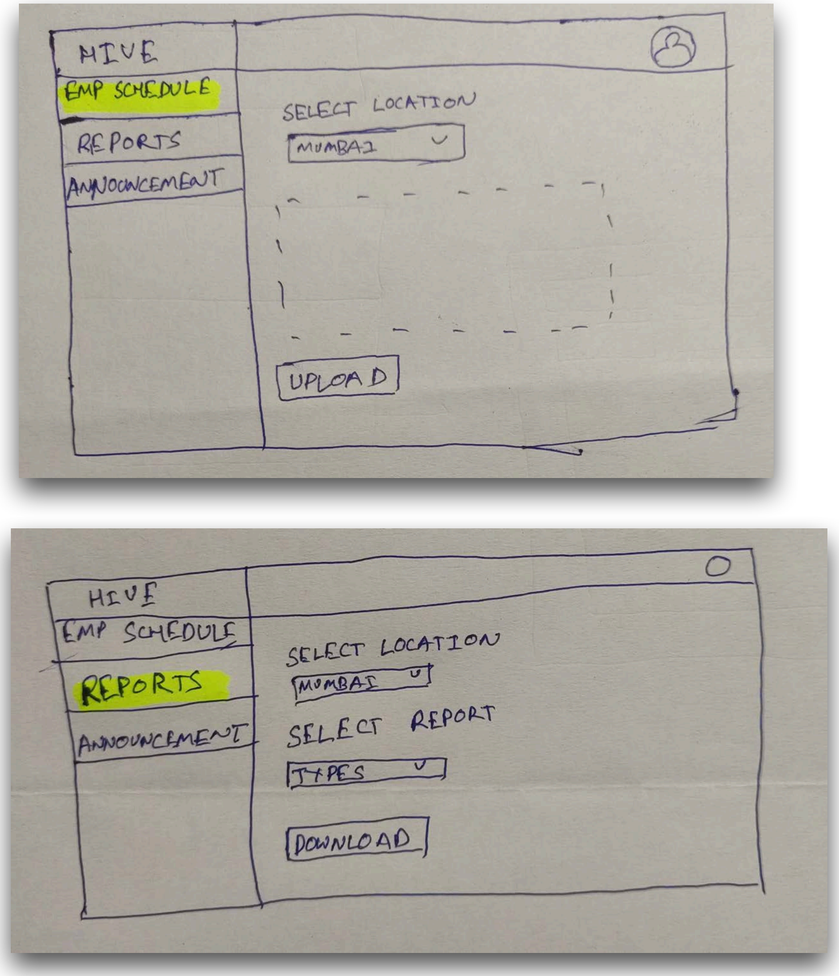
In the initial design for the web app, I had a tab layout on a single page website and each tab had different features as shown in the initial mockup. There were tabs for -

- Upload employee schedule tab - This section had a simple file uploader where the user could either drop a csv or excel file or upload it. After uploading the file the user clicked on upload and it would upload the schedule.
- Reports tab - User could select which report he wanted to download and click on download to download the report.

After discussion with my team members and their suggestions I decided to eliminate the tab layout and have a collapsible vertical navbar fixed to left of the screen.

This initial design also had some important components missing. These were the location selectors where the user would select the location for which he wanted to upload the employee schedule or download the reports.

FINAL PROTOTYPING

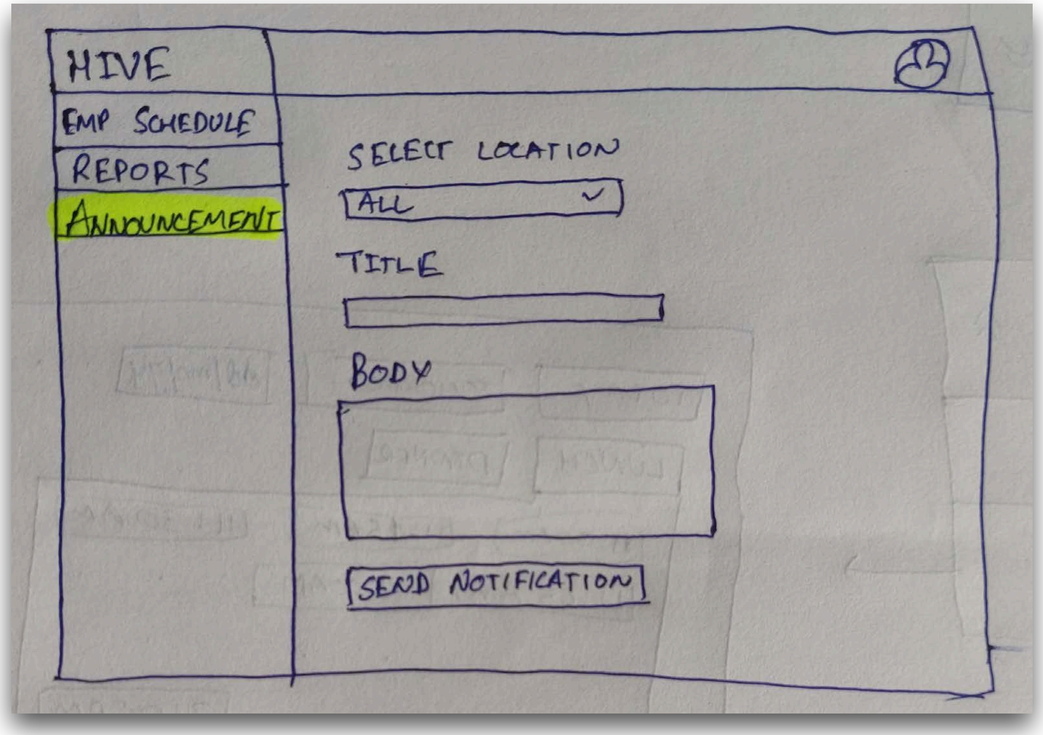


Updated Designs

These were the updated prototypes with the vertical navbar on the left.

- The employee schedule section featured a location dropdown where the user could select the location for which they were uploading the employee schedule. Followed by a drop zone to upload the excel/csv file with dates and emp id’s.
- The reports section featured a location section to select the location for which the user wanted to download the reports. Followed by another dropdown to select the type of report which could be a “Health report of employees” ,” Attendance Report” or a “Employee information report"

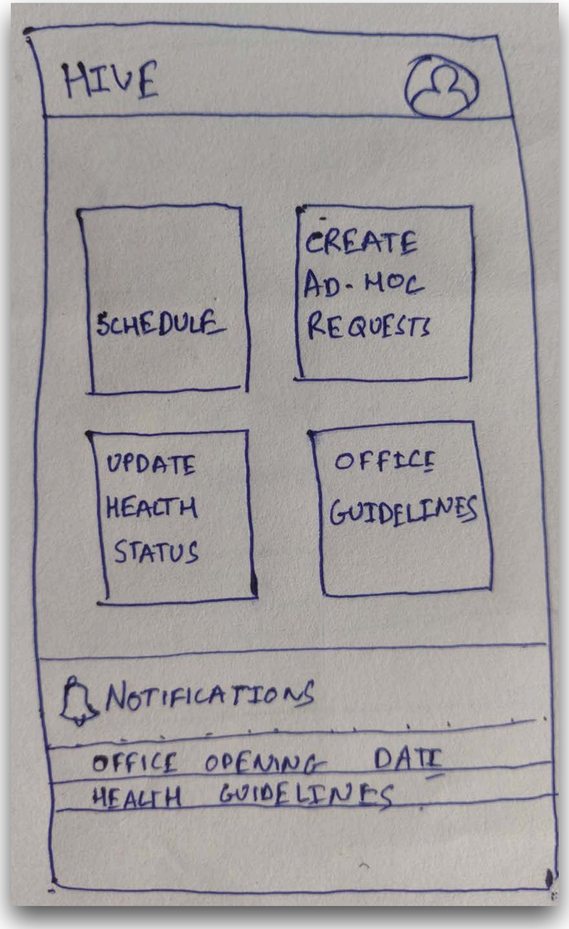
FINAL PROTOTYPING



- The announcement section featured a location dropdown for the user to select a location to which the announcement was to be sent. The announcement was going to be sent as a phone notification on the Hive mobile app so we had a Title and Body text field as well.

We then pitched these designs to the BCP and HR team and they agreed with it as most of their requirements were met.

MOBILE PROTOTYPING



Mobile prototype

The mobile app had a simple tile layout on the home screen. Each tile had a core functionality associated with it and represented what the users could do.

Followed by a notifications section below. All important announcements were to be shown here.

An important contribution that I made to the user experience on the mobile app was disabling the features like “Office Schedule”,”Create Ad-Hoc Request” for employees who marked themselves as sick. This ensured the safety of all the employees in the workspace.

DEVELOPMENT AND TESTING

As soon as we got the basic prototypes approved from the users we started with the development of the app and the website.

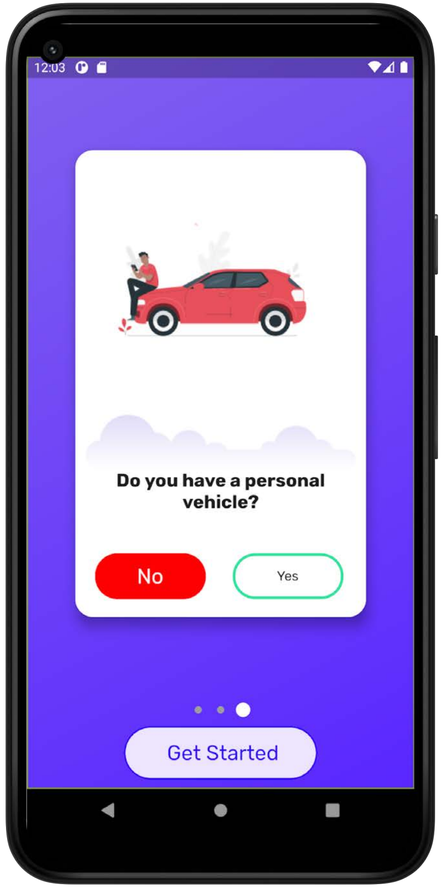
We took an agile approach and were constantly in touch with all the stakeholders and users. It was a crazy few months but everyone was working to get the product ready.

After each iteration we got it tested by the users and collected important feedback. Based on which we made improvements to the design and experience that the app provided.

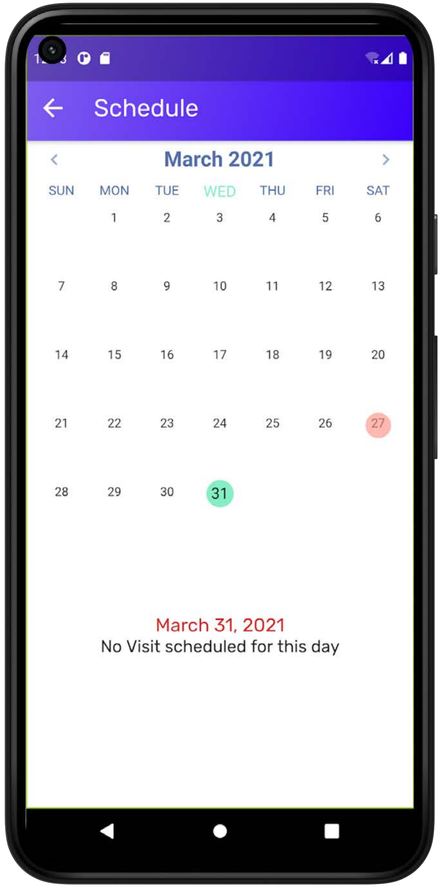
After about 3 months of of this process we came up with a product ready to be used.

FINAL SCREENSHOTS OF MOBILE APP

Splash screen



Self declaration questions



Calendar view to show office visit schedule

CONCLUSION

We came up with a design successfully in a very short time span. This not only ensured that all the requirements of the stakeholders and employee's were met but also the safety of return to work process.

The app allowed scheduling office visits in batches, raising ad-hoc office visit when required, performing self-declaration and allowing entry through a QR code enabled work pass, automate seat selection, tracking entry and exit times etc. HR and Admin teams benefit from the data and analytics it generates in addition to be able to send notifications as appropriate.

With Hive HR, Admin & Managers can:

- Manage hot desking and Entry/exit
- Create highly informed environment with customized announcements, information, and alerts.
- Safe workspace through Self-Declaration
- Authorized entry through entry-pass (QR Code)

With Hive employees can:

- Effectively plan office visits
- Be assured of a safe workplace
- Be well informed of all the important communications

Working on Hive gave us the experience of working on a extremely tight time bound project. It made all of us within the team realise how we could maximise our potential under high pressure situations. All this while ensuring that the quality of the product is not compromised.