Khalil Somani

User & Customer Experience Professional

WORK EXPERIENCE

Experienced CX Strategy Consultant, West Monroe Partners

August 2018 - Present

Customer Onboarding Transformation - Healthcare Payer
June 2019 - Present
Utilizing user research to design a future state onboarding process for vendors to optimize operational efficiency & vendor satisfaction and reduce the time it takes to onboard a vendor from more than 3 days to 1 day

Inclusion & Diversity - Internal Initiative
March 2018 - Present
Program managing a national I&D initiative to facilitate I&D conversations and create organizational change within the firm. I worked with my team to scale this initiative from two West Monroe offices to all nine offices.

Intranet UX Assessment & Full Redesign - International Law Firm
May 2018 - June 2019
Gathered requirements and created page designs, red-lined specs, style guides, and a design library on desktop, tablet, and mobile form factors as part of a two-man design & three-man development team - praised by Firm CIO who is submitting the new intranet for a Nielsen Intranet Award. The intranet is projected to create efficiencies that saves the Firm millions

CX Strategy Consultant, West Monroe Partners

August 2017 - August 2018

Member Communications Transformation - Pharm. Benefits Manager
January 2018 - May 2018
Created a member communications governance model, operating model, program RACI, communications plan, status reporting structure, and change management impact assessment to transform operational efficiency & establish a process that can measure KPI's and continuous improvement

IVR Assessment - Healthcare Provider
November 2017 - January 2018
Built & executed UAT test scripts for an Interactive Voice Response which has been implemented and is projected to lead to $500-700k annually

CX Transformation - Healthcare Provider
August 2017 - November 2017
Conducted an user research assessment & business case for centralizing the contact center of a 13 clinic health system - assessment directly led to a 1.6 million dollar contact center centralization project after presenting to the EVP

UI/UX Design Intern, Datstat

June 2016 - September 2016
Used Illustrator and Balsamiq to wireframe and create hi-fidelity mockups of interfaces & interactions for patient portals and client-facing applications

User Research Intern, Datstat

December 2015 - June 2016
Created & designed surveys in Datstat Illume software for healthcare clinics and research institutions/universities. Utilized skills in user research to provide custom solutions to meet client and user needs

Research Assistant, Ability & Innovation Lab

September 2015 - July 2016
Worked on a interdisciplinary team to create studies, run upper extremity muscle EMG tests on individuals with cerebral palsy, and analyze the results

CONTACT

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NOTABLE SKILLS

Teamwork & Collaboration

Requirements Gathering

Journey & Process Mapping

Lo/Hi-Fidelity Designing

Study Design

Qualitative Analysis

Project Management

Affinity Diagramming

Current/Future State Analysis

Prototyping

Executive Presentations

FAVORITE TOOLS

Sketch

PowerPoint

Balsamiq

InVision

Sticky Notes

Morae

EDUCATION

University of Washington College of Engineering, Class of 2017

B.S. Human Centered Design & Engineering

B.S. Psychology

Cumulative GPA: 3.7

Dean's List: 9 Quarters

UW Psychology 2017 Graduation Keynote Speaker

Mary Gates Research Symposium Presenter