

**User Experience Nanodegree Capstone**

*Learning Reflection Write-up*

Basically, I used a design interaction process where I built a basic

prototype model of the solution I proposed and interacted with other customers or potential users so as to have feedback from them on the areas on which I could optimize my product. I mostly used my design

and entrepreneurial skills to go about in this phase. I used my mastery of popular design skills like `figma` and `miro`. The main activities were the recruiting of my participants, since they were exclusively made of old age homes and restaurant’s, I always had to go to them to make my interviews and conduct my surveys. One of the most interesting facts is that more than 50% of the old age homes are not getting essential food and people in old age homes goes to bed half-filled or even empty stomach. Similarly, restaurants also face food wastage issue where there in no proper supply chain connection between the needy and the giver.

Out of the major challenges that came across the way were the

unavailability of my participants as they didn’t respect the rendezvous for us to conduct our interviews. This was a very frustrating situation.

So, to overcome this I had to meet the managers of restaurants in their workplace (hotel’s) and the managers of old-age homes in their houses. This was at the expense of time but was worth the sacrifice. After the different surveys and interviews, I decided to design a digital system that solved the problem. I built a system that connected a restaurant with a old age home which could collect the excess food that is available at the end of the day. This helps people in old age homes to meet their day to day food requirement. The number of old-age homes and restaurants increased by 17% in the first month of the test by a mutual understanding for giving and buying the food for a nominal price. We had a great number of NGO with increased satisfaction and well-being.