Prateek Chatterjee

prateekpc.ux@gmail.com - 508-471-0199 - Portfolio - LinkedIn - YouTube - Arlington, VA (*Willing to Relocate*)

I am a Senior UX Designer with five years of experience helping clients across the federal gov., healthcare, telecom, automotive and consulting industries. Successfully led projects, delivering user-centered solutions by understanding user needs, utilizing design thinking principles, fostering collaboration & incorporating iterative feedback.

- Design thinking
- Qualitative, quantitative res
- Visual, interaction design
- Competitive analysis
- A/B testing

- Design system
- Stakeholder mgmt
- 508 compliance testing
- Affinity mapping
- User interviews & surveys

- Managing UX team
- Wireframing, prototyping
- Usability testing
- User flows/personas/journeys
- Accessibility testing

Professional Experience

Senior UX Designer - CGI Inc. | *March 2022 - Present*
Received an Award in 2023 | Celebrating CGI's Values: Partnership and Quality

- Led complex digital products applications through multiple lifecycle and complex stakeholder management.
- Managed CGI's relationship with Brightspeed Business , leading design sprints with VP and marketing team to enhance customer acquisition, reducing customer attrition through improved CX with the launch of new products.
- Helped Brightspeed launch their brand online by migrating **50+ webpages and content from Lumen and Centurylink** to the new Brightspeed Business experience, while also creating **15 new AEM** components to meet design needs.
- Organized a UX workshop with the client, which involved activities like affinity mapping, rose-thorn-buds, user personas/journeys, & competitive analysis to clarify goals and define immediate user and business needs.
- Leveraged Google analytics to track the performance of the product, which showcased a significant boost over **47% increase** in page views, coupled with a **45% increase** in unique pageviews, and a **whopping 70% drop** in bounce rate.
- Led a team of 2 designers to successfully migrate design system from Sketch to Figma, revamped guidelines, font system, color usage, buttons, and components across desktop, tablet, and mobile for consistency & reusability.
- Facilitated development meetings to comprehend coding limitations in Adobe Experience Manager (AEM) and provided feedback to streamline component development within time, resource, and dev constraints.
- Maintained & prioritized product backlog items with the Agile team using JIRA, focusing on the MVP features.
- Led a team of 4 product designers to design a VR experience where users can practice high stress social tasks to build skills and confidence. The initiative was to help CGI venture into XR industries.

UX/UI Designer - Softrams LLC. | *March 2019 - April 2022*

- Led a team of 2 researchers & designers to design ACO Management System Medicare Shared Savings Program, a healthcare product under the Centers of Medicare & Medicaid services (CMS), a federal agency. Designed new modules in the existing system and worked with CMS and end users to establish product vision and MVP features.
- Re-designed existing modules with UX research methods, also advocated for clear UX writing and 508 compliance testing (accessibility) using wave/web-aim tools. According to the latest performance, ACO-MS had a record year in 2019, in which users saved **$1. 2 billion in Medicare** as compared to $739 in 2018.
- Carried out UX Research/Design for high profile business contract, which resulted in a $37 million program.
- Designed a file sharing and storing healthcare secure SaaS app (Hdrive) and validated solutions by facilitating user personas, competitive analysis, wireframing, card sorting for requirement gathering, information architecture and high-fidelity prototypes.

UX/UI & Web Developer - Carmaguys LLC. (Co-op) | *June 2018 - Dec 2018*

- Redesigned and developed an appointment & scheduling app for car service and repair startup.

IT System Admin – Worcester Polytechnic Institute | *January 2017 - March 2018*

- Managed hardware and software issues and provided technical support to professors, students and staffs.

Education

Worcester Polytechnic Institute, Worcester, MA
Interactive Media and Game Development, Master of Science, 2016 – 2018

- View Master's Thesis - Designed and implemented a car driving simulator to teach driving rules and regulations, incorporating user research, A/B testing, and usability tests to enhance effectiveness and user experience.

University of Mumbai, India
Computer Engineering, Bachelor of Science, 2011 - 2015

Tools

Design
Figma, Sketch, Adobe XD, InVision, Balsamiq, Adobe Photoshop, Illustrator, Mural, Miro, Optimal Workshop, Google Docs, Miro, SharePoint

Business
Jira, Confluence, SQL, MS Excel, Salesforce, Power BI, Web analytics (Google Analytics), Pendo, Lucidcharts

Development
HTML, CSS, Bootstrap, jQuery, JavaScript, C#, NodeJS

Other
Premiere Pro, Maya 3D, Unity Engine, Unreal Engine, VR & Game design

Certifications

- Certified SAFe® 6 Product owner/ Product manager (POPM) certificate
- Certified SAFe® 5 Practitioner certificate
- User experience and interaction for AR/VR/MR/XR – Certificate authorized by University of Michigan
- Foundation of user experience (UX) Design – Google UX design certificate
- Conduct UX research and test early subjects – Google UX design certificate
- Start the UX design process: Empathize, define, ideate – Google UX design certificate
- Build wireframes and low-fidelity prototypes – Google UX design certificate
- Build Dashboards in Power BI By Coursera

YouTube channel

- Founded and managed a successful Youtube channel focused on comic characters, demonstrating a strong understanding of the target user's needs and interests.
- Utilized qualitative and quantitative research findings to create captivating content that resonated with viewers, resulting in approximately 3.5 million views and 8 thousand subscribers within just 6 months.
- Conducted comprehensive user research, competitive analysis, and utilized Google analytics to gain insights into audience behavior and optimize content strategy.