

Prateek Chatterjee

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I am a Senior UX Designer with five years of experience helping clients across the federal gov., healthcare, telecom, automotive and consulting industries. I am passionate about designing experiences that are accessible, useful, meaningful & which people enjoy using.

Work Experience

Senior Product Designer – CGI Inc. | May 2022 - Present

Award – Partnership and Quality

- Responsible for managing CGI's relationship with [Brightspeed Business](#) by leading research & design sessions with VP and marketing team across 15 design sprints. The focus was on increasing customer acquisition while reducing customer attrition through improved CX with launch of new products.
- Helped Brightspeed launch their brand online by migrating **50+ exiting Lumen and Centurylink webpages** & content to the new Brightspeed Business experience with a very tight deadline. Ideated and designed **15 new AEM** components to meet the new design needs.
- The Google analytics report 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.
- Facilitated developer meetings to comprehend coding limitations in Adobe Experience Manager (AEM) and provided feedback to streamline component development within time, resource, and dev constraints.
- Successfully migrated design system from Sketch to Figma, revamped guidelines, font system, color usage, buttons, and components across 3 breakpoints (desktop, tablet, and mobile) for consistency, reusability and new use cases.
- Collaborated with 4 designers to design a VR experience for practicing 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 the research & design of new modules in [ACO Management System Medicare Shared Savings Program](#), a Federal agency healthcare product. Designed new modules on the existing system by facilitating design sessions with stakeholders and clients from Centers for Medicare & Medicaid Services 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) | July 2018 - Dec 2018

- Engaged with developers, stakeholders to re-design appointment & scheduling-based application for car service & repair website.

Skills

UX/UI: Design systems, usability testing, user research, prototyping, wireframing, 508 compliance testing, accessibility testing, user flows, affinity diagrams, storyboarding, information architecture, competitive analysis, A/B testing, interaction Design, card sorting, heuristic evaluation, user interview & surveys

Other: UI & web development, graphic design, 3D modeling, VR & game design, business analysis

Tools

Design: Figma, Sketch, Adobe XD, InVision, Balsamiq, Adobe photoshop, Illustrator, Premiere pro, Maya 3D, Unity engine, Unreal engine, Mural, Optimal workshop, Google docs, Google analytics, Miro, Microsoft office

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

Education

Worcester Polytechnic Institute

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

Certifications

[Certified SAFe 5 practitioner](#)

[User experience and interaction for AR/VR/MR/XR](#)

[Google UX design certificate](#)