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. | *March 2022 – May 2023*

- Responsible for managing CGI's relationship with nation's 5ᵗʰ largest telecom ILEC by leading research & design sessions with VP and Marketing team across 13 design sprints. The focus was on increasing customer acquisition while reducing customer attrition through improved CX with launch of new products.
- Helped them get their brand online by migrating around **50+** exiting Lumen.com and Centurylink.com pages & content to the new Brightspeed Business experience with limited resources and very tight deadline. Ideated and designed **15+ new AEM** components to meet the new design needs in Sketch.
- The google analytics report show that there are more that **47% increase** in page views, with over **45% increase** in unique pageviews, and a whopping **70% decrease in bounce rate**.
- Led meetings with developers to understand the limitations of coding in Adobe Experience Manager (AEM) and provided coding feedback for ways to develop the components with limited time, constraints & efforts.
- Converted and migrated old design system and components from Sketch to Figma and redesigned a new design system consisting of new guidelines, font system, color usage, buttons and other components across 3 breakpoints (Desktop, Tablet and Mobile) for consistency, reusability and new use cases.
- I paired with 4 designers as a part of workshop 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 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 and worked with CMS clients 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) based on Google Material design. Validated design 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, Accessibility, 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

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

Certifications & Thesis

- Master's Thesis: UX Research in VR - Conducted A/B Tests & developed a car driving simulator to teach driving rules.
- Certified SAFe 5 Practitioner - Professional responsible for using Scrum, Kanban, and XP in a **SAFe** environment.
- User Experience and Interaction for AR/VR/MR/XR - Authorized by University of Michigan
- Conduct UX Research and Test Early Subjects– Google UX Design Certificate
- Foundation of User Experience (UX) Design – Google UX Design Certificate