

# Prateek Chatterjee

[prateekpc.ux@gmail.com](mailto:prateekpc.ux@gmail.com) - 508-471-0199 - [Portfolio](#) - [LinkedIn](#) - [YouTube](#) - Arlington, VA (Willing to Relocate)

I am a Senior UX Designer with 7 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., Arlington, VA

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 & redesigning **50+ webpages from Lumen and Centurylink** to the new Brightspeed 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.
- Led the migration of design system from Sketch to Figma, revamped guidelines, font system, color usage, buttons, and components across desktop, tablet, and mobile for consistency & reusability.
- Created mid to high-fidelity prototypes in rapid prototyping sessions to gather user feedback & drive iterative dev.
- Facilitated development meetings to comprehend coding limitations in Adobe Experience Manager (AEM) and provided feedback to streamline component development with time, resource, and development constraints.
- 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 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.
- Designed infographics, logos, cover letters and brand elements for the State of Illinois, child welfare (DCFS) program.

UX/UI Designer - Softrams LLC, Baltimore, MD

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 Center of Medicare & Medicaid services (CMS), a federal agency. Designed new modules in the existing system & collaborated with CMS stakeholders 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 [performance results of 2019](#), ACO-MS had a record year with users saving **\$1. 2 billion in Medicare** as compared to **\$739 million** in 2018.
- According to [performance results of 2022](#), there was a significant user growth, with 66 new enrollments & 140 renewals. Over **11 million beneficiaries** received care, reflecting a **3% growth of 324k** compared to previous year.
- Delivered pixel perfect high-fidelity prototypes for a business contract, which resulted in a [\\$37 million program](#).
- Leveraged design thinking & led the research and design of a healthcare SaaS app ([Hdrive](#)) for file sharing and storing. This workflow involved affinity mapping, rose-thorn-buds, user personas/journeys, competitive analysis, user interviews & low to high fidelity prototypes to define and validate user & business needs.

UX/UI & Web Developer- Carma guys LLC. (Co-op), Worcester, MA

July 2018 - Dec 2018

- Redesigned and developed an appointment & scheduling app for car service and repair startup.
- Conducted stakeholder interviews and user research which consisted of whiteboard wireframing.
- Designed low-fi prototypes as part of the ideation process and received iterative feedback to polish the experience.
- Created hi-fidelity prototypes using Adobe XD and assisted the development team with front-end development on Angular framework.

UI Designer – Champion Homes, MI

January 2017 - June 2018

- Created flows, wireframes, interactive prototypes, and hi-fidelity visual UI design mockups.
- Communicated with Product Owners/UX researchers regularly, gathering clear business and client requirements and delivering designs on time.
- Performed heuristic evaluations on websites and applications and provided recommendations to prioritize and solve usability issues.
- Delivered assets and design specifications to front-end developers/engineers during hand-off.

- Worked closely with developers/engineers assisting with HTML/CSS to ensure accurate design implementation and timely product launch.
- Documented process in Confluence and Teams for future reference.
- Participated in design workshops to collaboratively gain insights and make decisions.
- Contributed to Design systems to help designers and developers reuse components as a starting point to build products faster and to ensure consistency.
- Scheduled and conducted user interviews and usability tests for key research learnings to gain informative insights.
- Worked collaboratively with cross-functional team within a Sprint/Agile environment.

**UI Developer – Exensys Software Solution Ltd, INDIA**

*July 2015 - May 2016*

- Designed & Developed landing pages, product pages and product segment pages using Adobe XD and HTML, CSS, JQuery, Bootstrap in the angular framework.
- Made websites responsive to work on desktop and mobile devices.
- Made websites 508 compliant to help with accessibility.

Education

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**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

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**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

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- 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

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- 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.