

Prateek Chatterjee

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I am a Senior UX Designer with five years of experience working with Fortune 500 companies and helping clients across the Federal Gov., Healthcare, Telecom, Automotive and XR industries. I am passionate about designing experiences that are accessible, useful, meaningful & a delight for users.

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 SAE 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