



# Sangeetha S



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## My Contact

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## Hard Skill

- Conduction Usability Studies
- Figma, AdobeXD
- Prototyping
- Sketching and Ideating
- User Experience Design (UXD)
- User Experience Research (UXR)
- Wireframing
- Basics HTML5, CSS3, Javascript

## Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking
- Team Management
- Quick learner

## Education Background

- E.G.S.P. Engineering College  
*Bachelor's in Information Technology*  
Completed in 2012

## Certificates

- Google UX Design Certification  
Coursera, offered by Google  
Completed: June 16, 2023  
[https://www.credly.com/badges/5356043d-5f90-4e45-8657-929e0a50dca1/linked\\_in\\_profile](https://www.credly.com/badges/5356043d-5f90-4e45-8657-929e0a50dca1/linked_in_profile)

## Achievements

- Outstanding Contribution in Delivery in July 2022-September 2022
- Rising star Outstanding Performance and lasting contribution of HCSC. April 2017, October 2017, February 2019, October 2020, August 2021, October 2021 to December 2021, January 2022 to March 2022.
- Star Performer Award from FS Business Services GBU in recognition of your outstanding contribution to our business agenda in September 2018.
- Quality Week Winner Award for Outstanding Performance during quality week initiatives of HCSC in September 2017.
- Extra Mile for Outstanding Performance and lasting contribution of HCSC in December 2017 and March 2022

## About Me

Experienced professional with 10 yr 3 mths in knowledge process management, now making a deliberate transition into UI/UX design. Google-certified, dedicated to creating user-centric designs, and eager to contribute my analytical skills to your team's creative journey.

## Professional Experience

Capgemini  
*September 2015 – December 2022*

Key responsibilities:

- Customization and Production of Benefit Booklets using Quicksilver (Publishing tool) as per standard guidelines from Client.
- Do Quality Review of Benefit Booklets as per Customer Defined Checklist.
- Interact with SMEs on a daily basis to resolve all queries.
- Work towards ensuring that the SLA's for the process are being met consistently.
- Project Analysis, Preparing Checklist.
- Creating the language and updating the database for particular Product Type.
- Preparing Production Report.
- Creating Desktop Procedure and Knowledge Based template.
- Attending Client Calls, Clarifying Queries and Communicating with Clients, Troubleshooting the issues.
- Worked for Texas, Illinois, New Mexico and Oklahoma state's benefit booklets.
- Provide SME level support for Peer reviewing.
- Manually Created Work packages for Input analysis.
- Created Benefits Booklets using Automation process.
- Give training and knowledge transfer to all team members.
- Review the documents and publish them to the client.

Scientific Publishing Services  
*August 2012 – July 2015*

Key responsibilities:

- Working on pagination, Pre Editing for Sensitive Journals.
- Copy Editing allocated Journals as per Author and Publisher Requirement.
- Language Editing for allocated Journals as per Author and Publisher Requirement.
- Author Correction for Specific journals.
- Conducting Training session for new hiring Employees.
- Peer reviewing, Content Editing and Publishing Journals.