

**Sejal
Shah**



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Auckland, NZ

Skills

UX & UI Design
Service Design
Design Research
Product Strategy

Education

Bachelor in
Applied Arts,
India

Current role

Aug 2019 - Present

Senior UX
Designer -
Mobile App,
Westpac NZ

Hello!

I'm a New Zealand based Experience Designer with love for problem-solving and building customer-centric solutions through design thinking and data-driven decision making.

Design experience

I strive to create thoughtful experiences to achieve customer & business goals and believe in taking the product teams and stakeholders along the design journey to implement those experiences. Over the past 10+ years, I've delivered digital products and more recently end-to-end omnichannel experiences through product design & service design, qualitative & quantitative research, product strategy and agile implementation processes. It excites me to experiment with new tools and methods emerging in the design industry, while continually collaborating with technology and business stakeholders.

About current role

As a Senior UX Designer – Mobile App at Westpac NZ, I'm currently helping build our online banking experience. I work on both iOS and Android app, while making sure we solve any customer and business problem holistically across all channels. I'm also collaborating with a few designers and developers to create a unified design system for all Westpac products & services. Working closely with product teams, data analysts, and legal & compliance teams also gives me an opportunity to coach the business in putting the customer first and use design process & techniques for effective problem-solving.

Previous roles

Nov 2018 - Aug 2019

Senior Experience Designer

Oct 2017 - Oct 2018

UX Designer, The Warehouse Group, NZ

During my time here, I helped build cohesive omnichannel experiences for Kiwis (what we fondly call New Zealanders) shopping across some of New Zealand's biggest retail brands within The Warehouse Group, through service and product design. My responsibilities included collaborating with various parts of the business and the product teams to implement group-wide strategic initiatives. I was also the lead designer for the electronics retail brand Noel Leeming, ensuring we achieve business goals by constantly improving the shopping experience for our customers.

Mar 2016 - Jul 2017

UX Designer Trade Me Property, NZ

I was part of the revamp project of this iconic New Zealand website, along with Property Insights – a useful tool to get property estimates across NZ. My responsibilities included working closely with Product Managers, and following the process of research - design - test - iterate, to continuously improve the experience across various Trade Me projects.

Feb 2016 - Mar 2016

UX / UI Designer (Contract)

Mitre10, New Zealand

May 2015 - Mar 2016

Freelance UX / UI Designer

India / Singapore

Nov 2014 - Apr 2015

Lead UI & Visual Designer

The Great Next, India

Aug 2011 - Oct 2014

Senior Designer

Interactive Avenues,
India

Mar 2009 - Feb 2011

Visual Designer

Ignitee Digital, India

Sep 2008 - Feb 2009

Junior Visual Designer

Oxygen Advertising, India