
Name

Sujith Anand

Portfolio

**2015-16 UX Design &
Research projects**

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ABOUT ME

About me

I recently moved to Bangalore, India after a successful internship at IBM Studios, Boeblingen, Germany as a UX Design and Researcher. At the moment, I am working for Emocial Ltd as a Freelance UX Designer.

I am also graduating from a dual master degrees in Human Computer Interaction and Design from University College London, UK (London) and KTH, Royal Institute of Technology, Sweden (Stockholm).

Before this dual masters, I also hold a MSc degree in Advanced Computer Science from Newcastle University, UK. During this MSc period, I decided to pursue another MSc program since I loved the concept of User Centered Design (UCD).

I was introduced to UCD during Master thesis. The notion of designing a product or an application by doing research and involving users all the time inspired me to learn more about UCD in depth and detail.

Before moving to UK, I graduated Bachelors in Information Science & Engineering from BMS college of Engineering in Basavangudi, Bangalore, Karnataka (India).

During dual MSc programme, I worked on multiple jobs starting with Microsoft, UK as a User Research Intern and Master thesis student. Later, worked as a UX Design Intern for Emocial Ltd in London, UK. Then, finally worked as a freelancer to a charity group as a UX Designer.

I am a digital native person with close to two years of work experience in designing and researching responsive digital applications from start-up to multi-organizational level.

My motto is to create a good user experience which indeed leads to a good design. So my passion is to provide those experiences for the end users

CURRICULUM VITAE

Work Experience

Freelance UX Designer @ Emocial Ltd, London May 16 - Present

Responsible for improving the current application to achieve better user experience and clean up visual work

UX Design & Research Intern @ IBM Studios, Böblingen Feb 16 - Present

Worked on two different projects as UX Designer and UX Researcher creating paper sketches, low-mid fidelity wireframe design, wireframe testing, Interviews, Design walkthroughs with business partners and internal IBM users.

Freelance UX Designer @ Non-Profit, London Sept 15 - Oct 15

Worked on designing responsive web application along with personas, Information Architecture, Task Flow, Paper Sketches, Low-mid fidelity wireframes.

UX Design Intern @ Emocial Ltd, London Mar 15 - Aug 15

Responsible for creating responsive web application which captures and enriches thousands of customers profiles every month.

Education

MSc Human Computer Interaction & Design @ UCL, London Sep 14 - Sep 15

MSc Human Computer Interaction & Design @ KTH, Stockholm Aug 13 - Jul 14

MSc Advanced Computer Science @ Newcastle University, Newcastle, UK Sep 11 - Sep 12

BSc Information Science Engg @ BMSCE, Bangalore, India Jun 06 - Apr 10

Skills

Design

Storyboard
Scenarios
User Journeys
Task Analysis
Sketching
Wireframes
Prototyping
Responsive Design

Research

Survey
Interview
Focus Group
Dairy Study
Heuristic Evaluation
Competitive Evaluation
Usability Testing
Empathy Maps
Personas

Software

Sketch
Photoshop
Illustrator
Balsamiq
InVision
Proto.io
Azure
NVivo

Methodology

Agile (Scrum)
Waterfall

Programming

HTML (Beginner)

Language

English

Hindi

Kannada

Telugu

Tamil

WORK PROJECTS

IBM BPM

IBM Business Process Manager (BPM) is a full-featured, consumable business process management platform. It includes tooling and run time for process design and execution, along with capabilities for monitoring and optimizing work that is executed within the platform.

It is specifically designed to enable process owners and business users to engage directly in the improvement of their business processes.

IBM Business Process Manager is available in on-premises and cloud configurations. It is designed to support mobile devices, features case management capabilities across its product editions and operates with a single process server or in a federated topology.

Insights

Role

UX Design & Research Intern

Duration

5 months (February to June 2016)

Place of work

IBM Studios, Böblingen (Germany)

Application

Design: IBM BPM (Business Process Manager) Process Portal

Research: Operational Intelligence

Design brief (or Epics in IBM terminology)

Design - Epic 1: Re-design of process & team performance view

Epic 2: Re-design of Processes view

Research: Analyse interview information

Responsibilities

Design & Research: paper sketches, low-fidelity Wireframes, Affinity Mapping

Project Methodology

Waterfall

Software

Design: Adobe Photoshop, Sketch

Research: Mural.ly

This project was managed by a Visual Designer (VD). At that time, only one designer handled one or more epics within BPM Design team. I requested to contribute in this project. The VD and Design lead agreed for my involvement. At first, it was tough to understand the BPM Process portal but I quickly understood the application within no time. I started to contribute with research and design activities.

Snapshots from IBM BPM Process Portal 8.5.6

The project had two design epics. They were related to Processes and performance (team and process) sections. These two sections are usually accessed by two types of end users i.e., Business end user (Task workers) and Line of Business users (e.g., Team Owner, Process Owner).

The focus of these epics were towards redesigning and providing responsive behaviour over multiple devices. Since certain section content were overlapping. We decided concentrate on consistency of information layout across the three section and provide seamless interaction for end users while using the application. Additionally, we were always designing for same behaviour over multiple devices i.e., desktop, tablet, mobile.

In our first brainstorming session, we started to identify the pain points from the two epics. Later a quick low-fidelity wireframe was produced for a user test. The user test was like a wireframe walkthrough. Two internal IBM users took part in the user test session. These users had working experience of using IBM BPM Process Portal.

During the user test session, users were immersed into a scenario with multiple tasks. This helped us to identify their pain points and collect their opinions to overcome their pain points.

Thanks for participating in this session. Please talk aloud while you see the wireframes.

Scenario:

Consider yourself as a Business lead that use process and team performance dashboards regularly.

Process Performance:

Task 1:

Consider you are in need for a quick scan of information related to overall processes.

Task 2:

Nice, you are needed to find all the process instances, which are overdue.

Task 3:

So you found all information related to that process template but you would like to check out what is happening in other process template as well

Team Performance

Task 1:

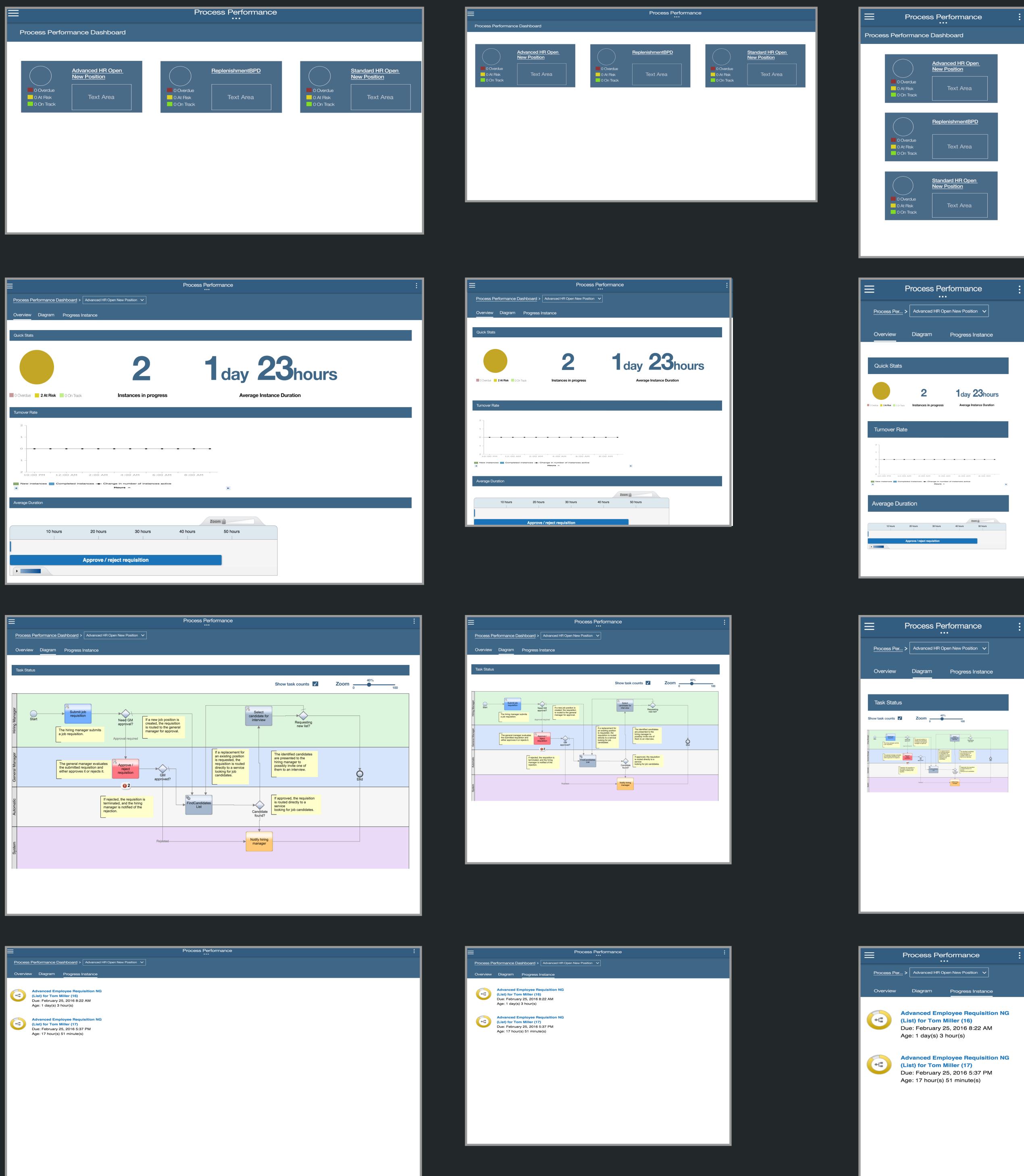
Find a quick look at all the information related to one group

Task 2:

Nice, now you would like to find out what one team member is doing with his or her tasks.

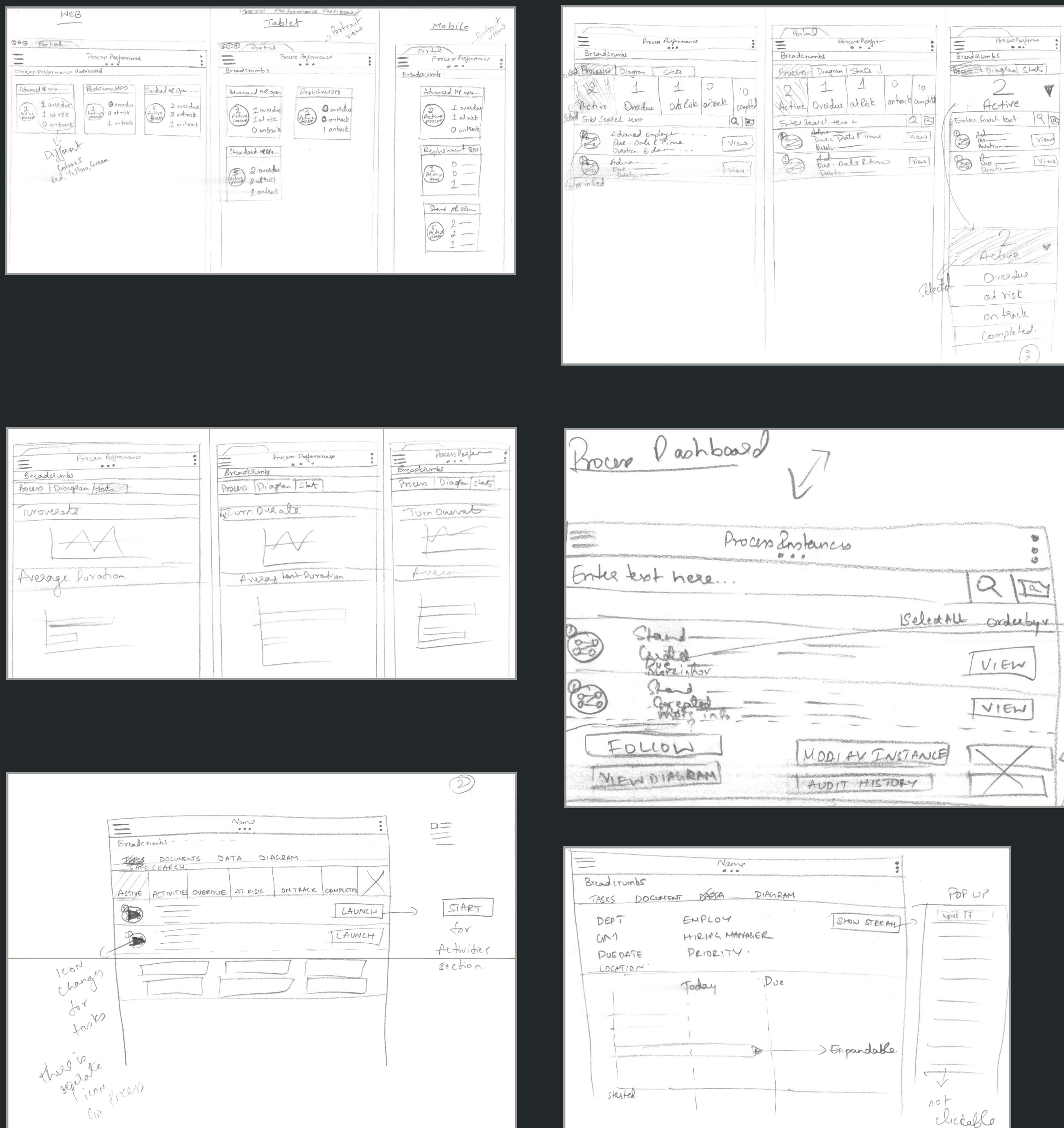
Scenario and tasks used for user test session

The wireframes were produced in desktop, tablet and mobile versions and printed on papers for user test session due to the time constraints. The wireframes used for user test session is shown below.



Low-Fidelity Wireframes

After the initial user test, feedbacks were explained to VD. Then paper sketches were drawn out quickly. The images shown below are few of the paper sketches in three different formats i.e., Desktop, Tablet and Mobile.

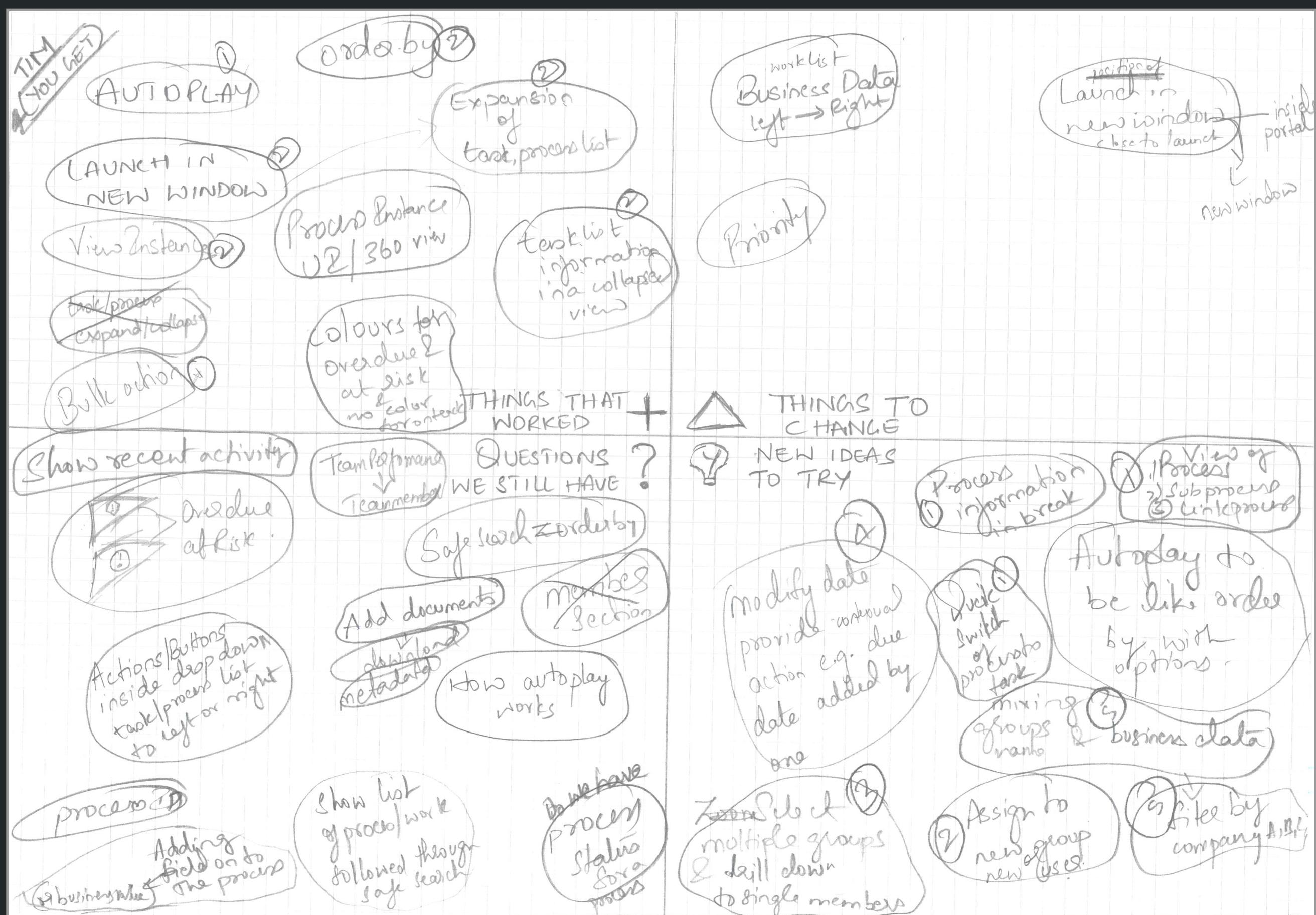


Paper Sketches

Once the paper sketches were reviewed. They were transformed into low fidelity wireframes as shown below. Finally, these mockups were given to VD for visual design.

Low-Fidelity Wireframes

Once the visual designs were finished. A final design walkthrough with the business partner was conducted to collect their initial feedback. The user session was recorded in audio format for analysis along with video sharing. The audio was transcribed into text format which helped in creating a feedback grid as shown in the image below. Finally, the revised designs were given to engineering team for development.

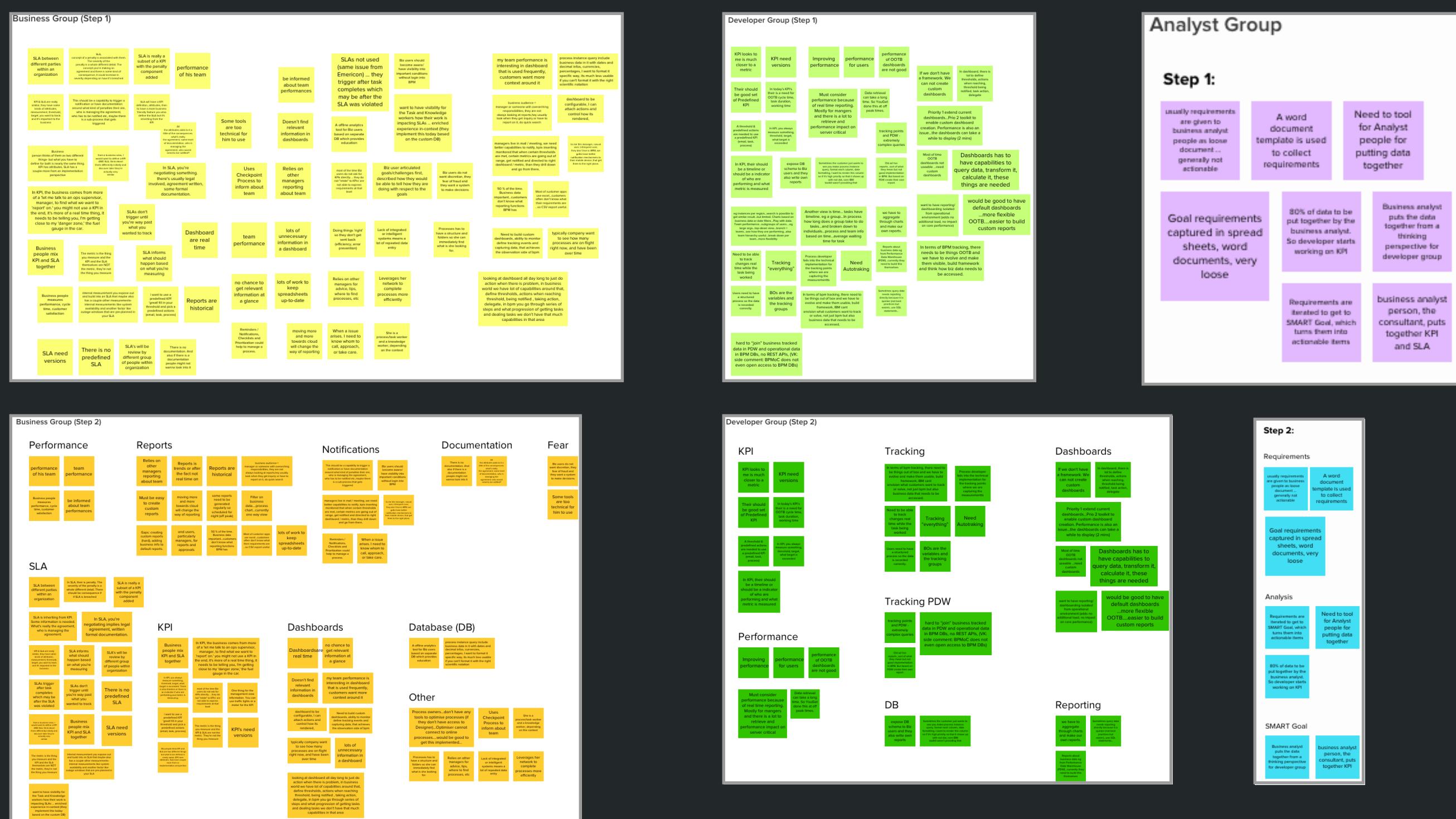


Feedback Grid

Apart from design work, I was also involved in research activities for rest of the internship period. During this period, I have created online surveys, facilitated interview calls with business partners, created competitive evaluation template and interview analysis.

I was supervised by a lead researcher in research activities. Of all the activities in research, I would like to showcase the interview analysis work. 11 interviews were conducted for our preliminary research phase. These users were internal, external and proxies (i.e., IBM employees, Business Partners, & potential users). Since there was no direct access to end users. Once the interviews were collected they were transformed into empathy maps.

Finally, affinity maps were created as shown in the image below to identify themes and create statements to point out needs, pain points and suggestions for operational intelligence work.



Affinity Mapping

FREELANCE WORK

Insights

Role

UX Designer

Duration

2 months (September to October 2016)

Place of work

Freelance; Home based work

Application

Love V (Charity work)

Design brief

Create a responsive design for five healthy juice products.

Responsibilities

Persona, Information Architecture, Paper Sketches, User task flow, low & mid fidelity wireframes

Project Methodology

Waterfall

Software

Sketch, Balsamiq

This project is a charity work for a company in London, UK. The research work for the product was conducted by another experienced researcher and mentor. Insights from research were collected from the researcher.

Since the project was handled alone, I incorporated utmost design methodologies. Additionally, the project had no monetary support. So there was no user testing involved in the design phase.

During our initial conversation with the researcher, I was informed about the product (LoveV). LoveV consists of 5 health juices for various end users. Every week (or biweekly basis) the work were shown to the mentor. I had to rely on online resources for understanding end users behaviours since the product was in stealth mode. I started by creating personas as shown below by relying on online resources.

	Mr. Steve Austin 35 year, Male, Employed Financial Consultant, based in London	
Steve is a financial consultant for a major banking company, with 10 hours of working time from 9am to 6pm. After work, he tends to go out for local bars, thinking of drinking low but drinks more than the limit and feels going to office tomorrow is difficult and fears of headache or uneasiness		
Familiar Devices Smart phone, Tablet, Laptop, Personal Computer	Frustrations Early morning headache, dizziness, difficult to wake-up.	Personality Adaptable, Out-going, Flexible
Preferred Apps Social Media Email/Photos Other activities	Preferred Devices Smartphone Tablet Laptop	

	Mrs. Stephanie McMahon 27 year, Female Un-Employed House-wife, based in London	
Stephanie is a house-wife with a 3 year old son. She is planning to go-out with friends on weekend drink. But, she doesn't intent to drink much but fear she might end up drinking more and won't be able to care for her child after returning to home and she is looking for a detox to keep her body hydrated before she goes out for drinking.		
Familiar Devices Smart phone, Tablet, Laptop,	Frustrations headache, dizziness, difficult to care.	Personality Adaptable, Quiet, Reserved
Preferred Apps Social Media Email/Photos Other activities	Preferred Devices Smartphone Tablet Laptop	

	Ms. Jenny Hall 19 year, Female Student Bachelor student, based in London	
Jenny is a Bachelor student from a London University. She is looking forward to go for clubbing today evening with her friends. However, she is looking to hydrated her body but confused whether to drink a detox before or later her alcohol consumption. But she is confident of drinking more than the drinking limit during her clubbing.		
Familiar Devices Smart phone, Laptop.	Frustrations headache,	Personality Outgoing, Flexible
Preferred Apps Social Media Email/Photos Other activities	Preferred Devices Smartphone Laptop	

	Mr. Jack Sparrow 30 year, Male, Employed Bank staff, based in London	
Jack is a Lloyds bank employee in Camden, London. He has a habit of drinking 4 or more coffees a day to keep him motivated in his work. But, he is worried about getting health issues for drinking more coffee but he cannot stop drinking coffee since he is addicted to it. He is seeking for an alternative healthy coffee to improve his health condition.		
Familiar Devices Smart phone, Personal computer	Frustrations health problems	Personality Relaxed, Flexible
Preferred Apps Social Media Email/Photos Other activities	Preferred Devices Smartphone Personal computer	

	Mrs. Lita Anisette 45 year, Female, Employed University Professor, based in London	
Lita is a university professor in University College, London. She has a habit of drinking 6 cup of coffees a day due to her work pressure. She wants to change her coffee addiction into healthy version since she was recommended by a doctor not to drink too much coffee. As a result, she is looking for an alternative coffee drink to improve her health condition.		
Familiar Devices Personal computer, Smart phone,	Frustrations health problems	Personality Relaxed, Quiet
Preferred Apps Web-App, Email, Social Media Other activities	Preferred Devices Laptop, Smartphone	

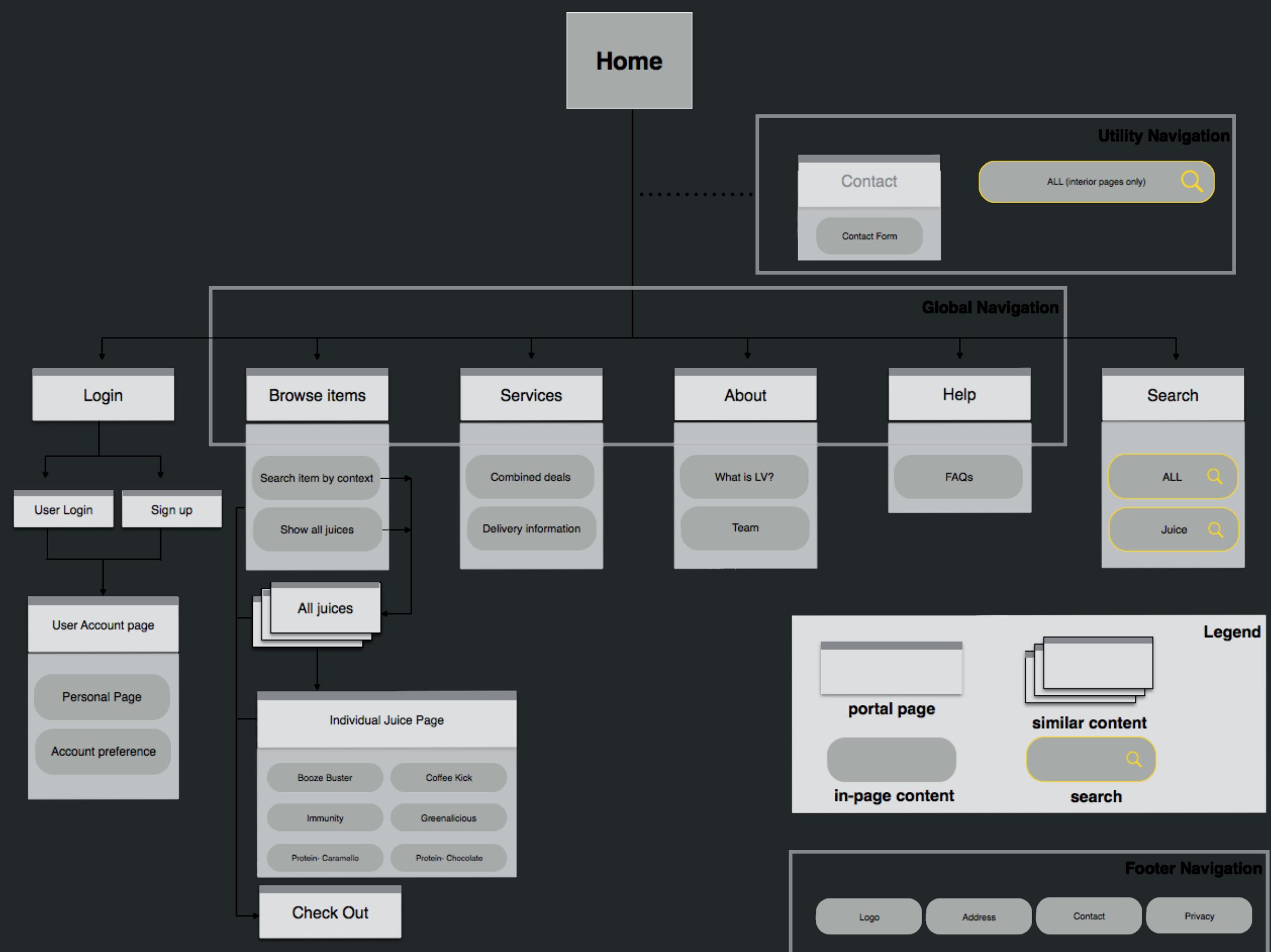
	Mr. Nicolas Cage 30 year, Male, Employed Software Designer, based in London	
Nicolas is a Software designer for IBM in London. He has a habit of getting sick frequently due to weather changes and food allergies. He always needs to keep his immune system healthy with proper food. But he has mindset of eating every few hours. So he is looking for healthy drink to keep his mind away from unhealthy food items.		
Familiar Devices Personal computer, Smart phone	Frustrations Feeling sick	Personality Engaging, Flexible, Outgoing
Preferred Apps Social Media Email/Photos Other activities	Preferred Devices Laptop Smartphone	

	Mrs. Sandra Bullock 37 year, Female, Employed Clerk, based in London	
Sandra is a post office clerk in London. She and her family are vegan. So they love to eat green food, 3 meals a day. She manages to provide their family with green food in breakfast and dinner but fears her husband and daughter including herself cannot get their vegan food in lunch time and many days they have fasted themselves without food. So she is desperate to find a solution to feed themselves with lunch time vegan/green food with health content.		
Familiar Devices Personal computer, Smart phone	Frustrations Cant find green food, Fasting without food	Personality Engaging, Flexible, Outgoing
Preferred Apps Email Other activities	Preferred Devices Personal Computer Smartphone	

	Mrs. Sandra Bullock 37 year, Female, Employed Clerk, based in London	
Sandra is a post office clerk in London. She and her family are vegan. So they love to eat green food, 3 meals a day. She manages to provide their family with green food in breakfast and dinner but fears her husband and daughter including herself cannot get their vegan food in lunch time and many days they have fasted themselves without food. So she is desperate to find a solution to feed themselves with lunch time vegan/green food with health content.		
Familiar Devices Personal computer, Smart phone	Frustrations Cant find green food, Fasting without food	Personality Engaging, Flexible, Outgoing
Preferred Apps Email Other activities	Preferred Devices Personal Computer Smartphone	

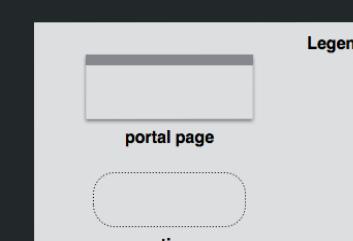
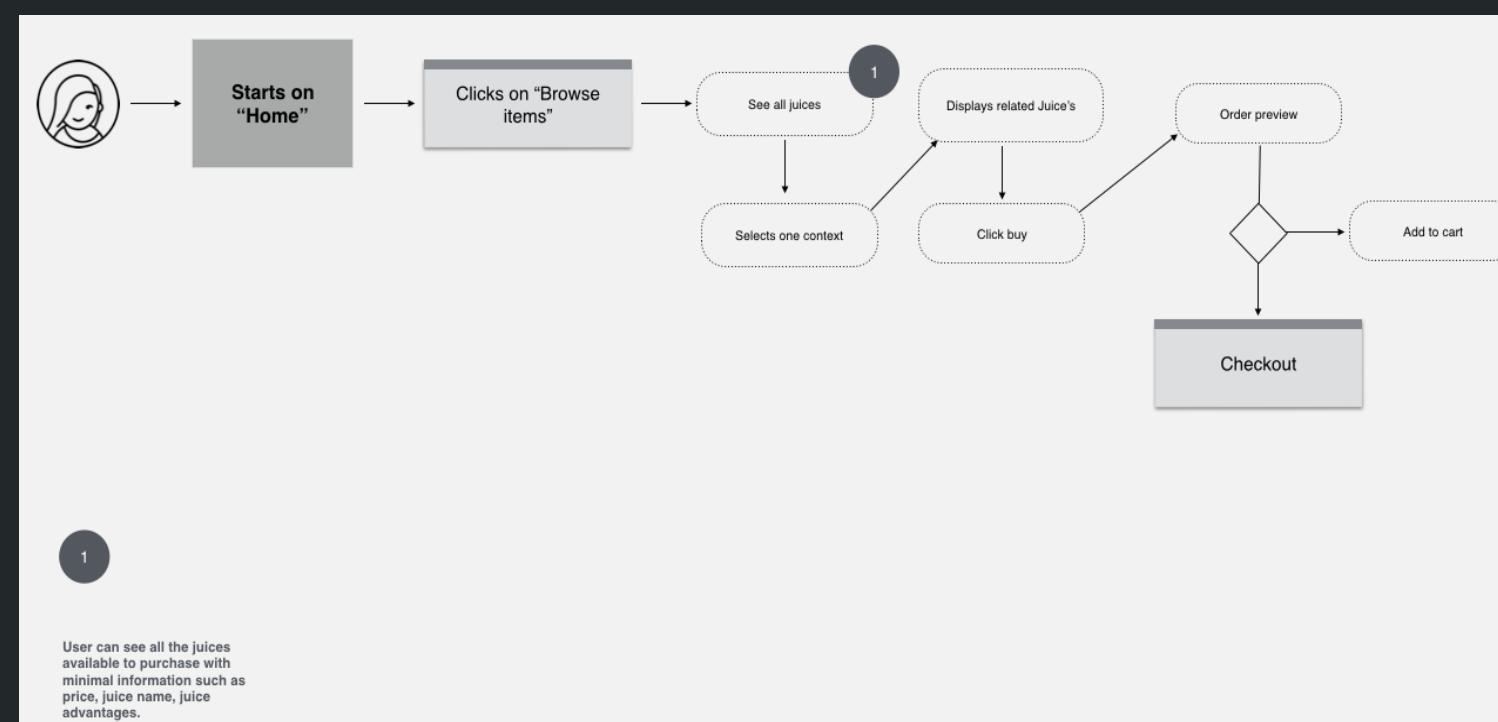
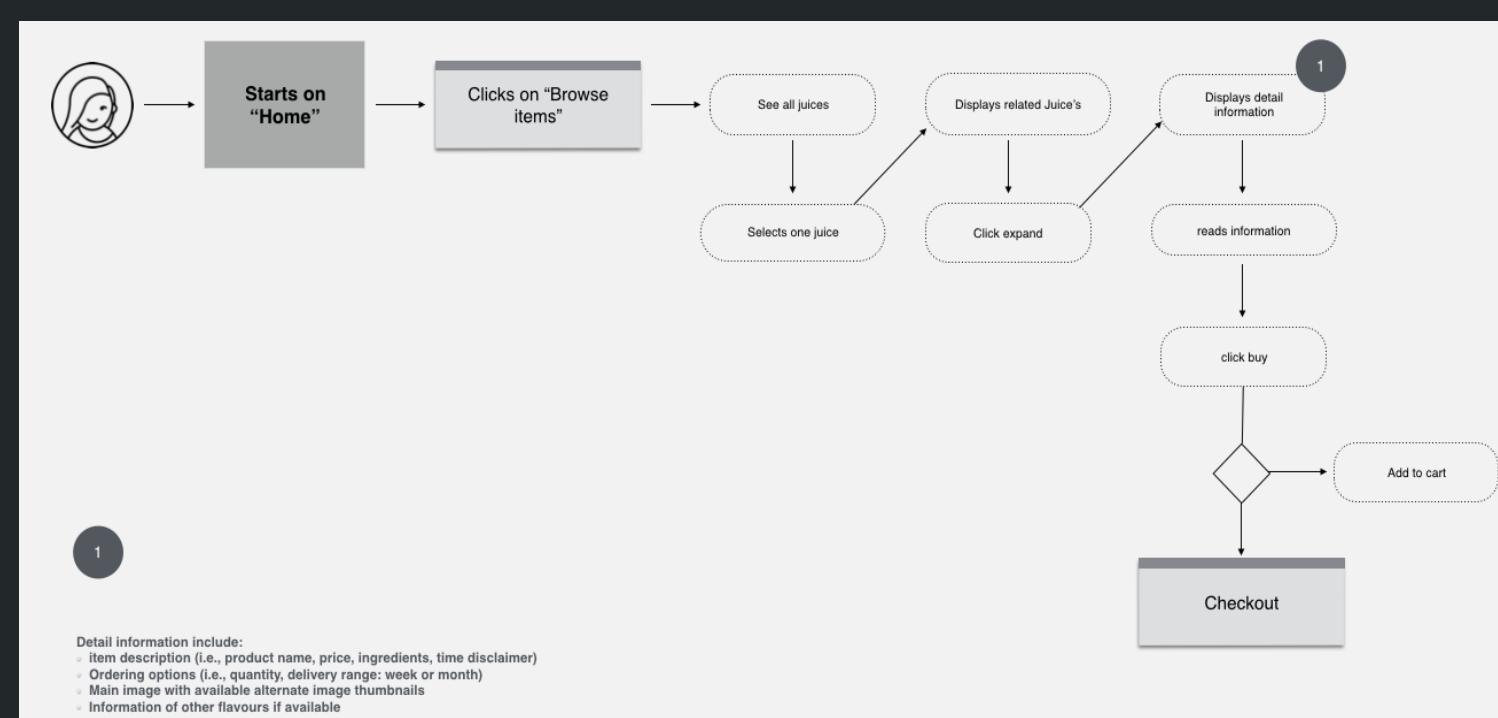
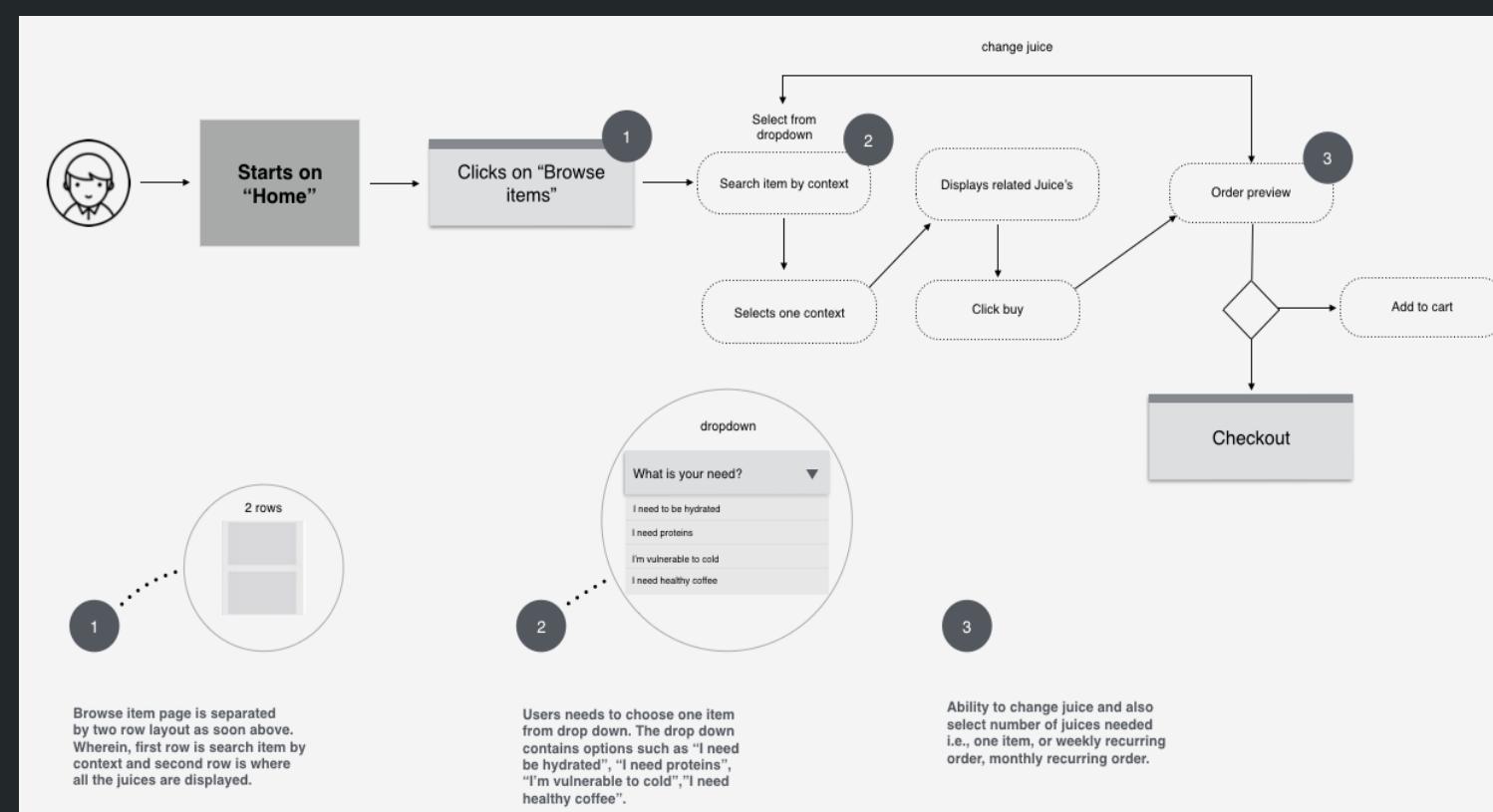
Personas

Once the personas were finished and reviewed. A site map was created for the application. This was iterated after discussion with the lead researcher.



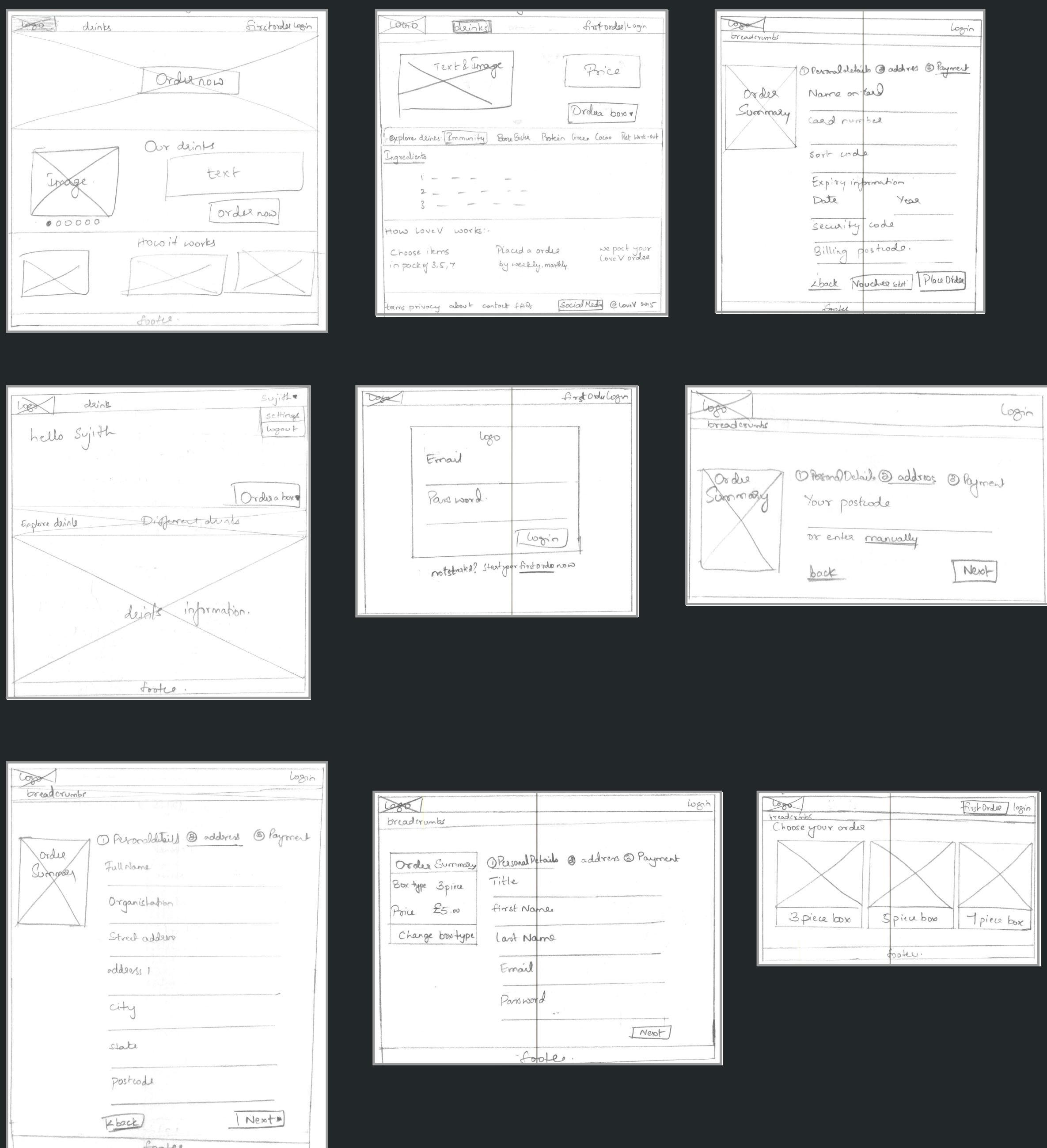
Site Map

Once the site map was finished and finalized. User task flows were created . This is shown below.



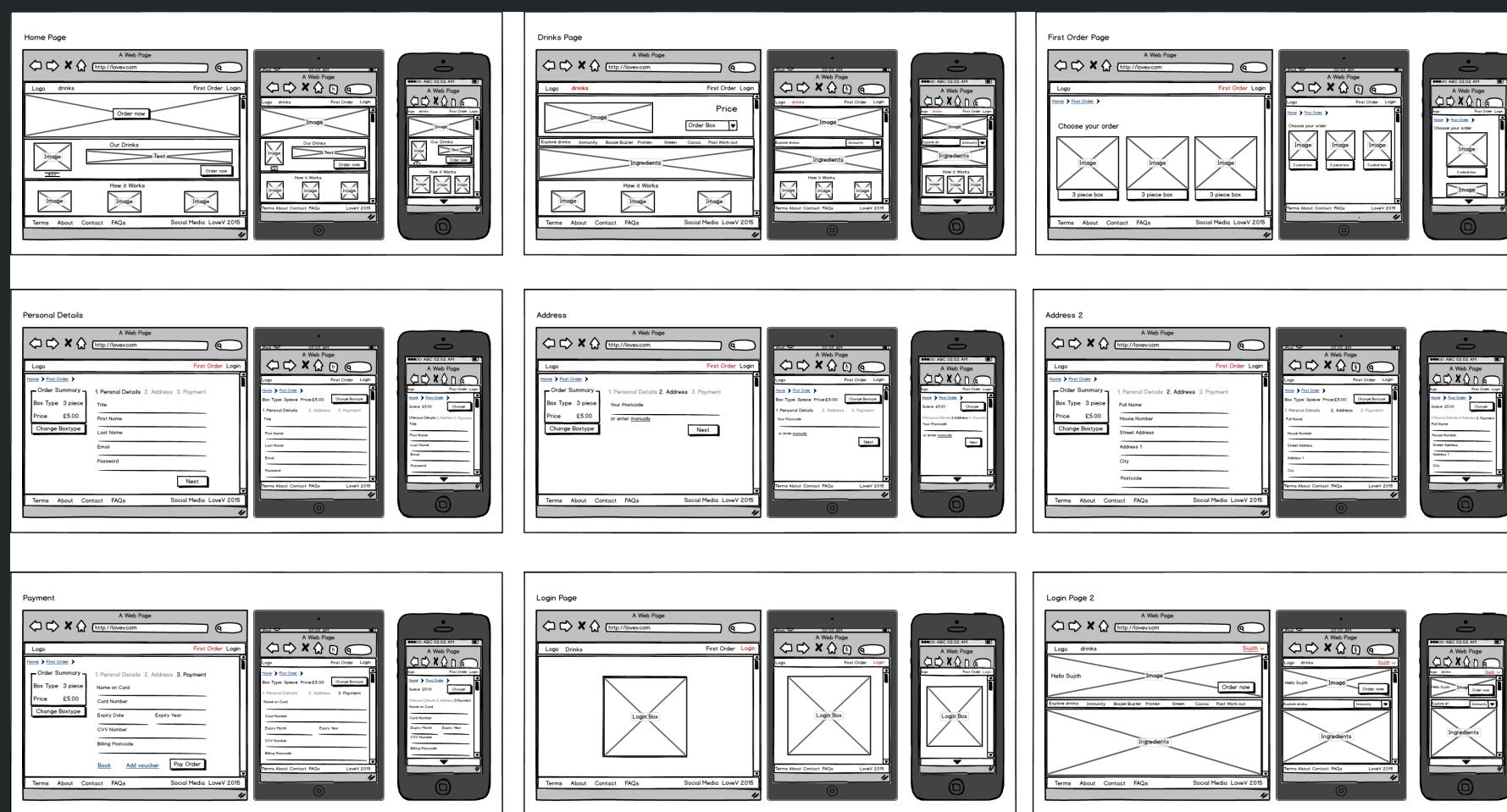
User Task Flows

Later, paper sketches were drawn. All the information collected from research activities and earlier design methodologies were considered to make sure the experience of the end users are seamless and consistent over multiple devices. The paper sketches are shown below.

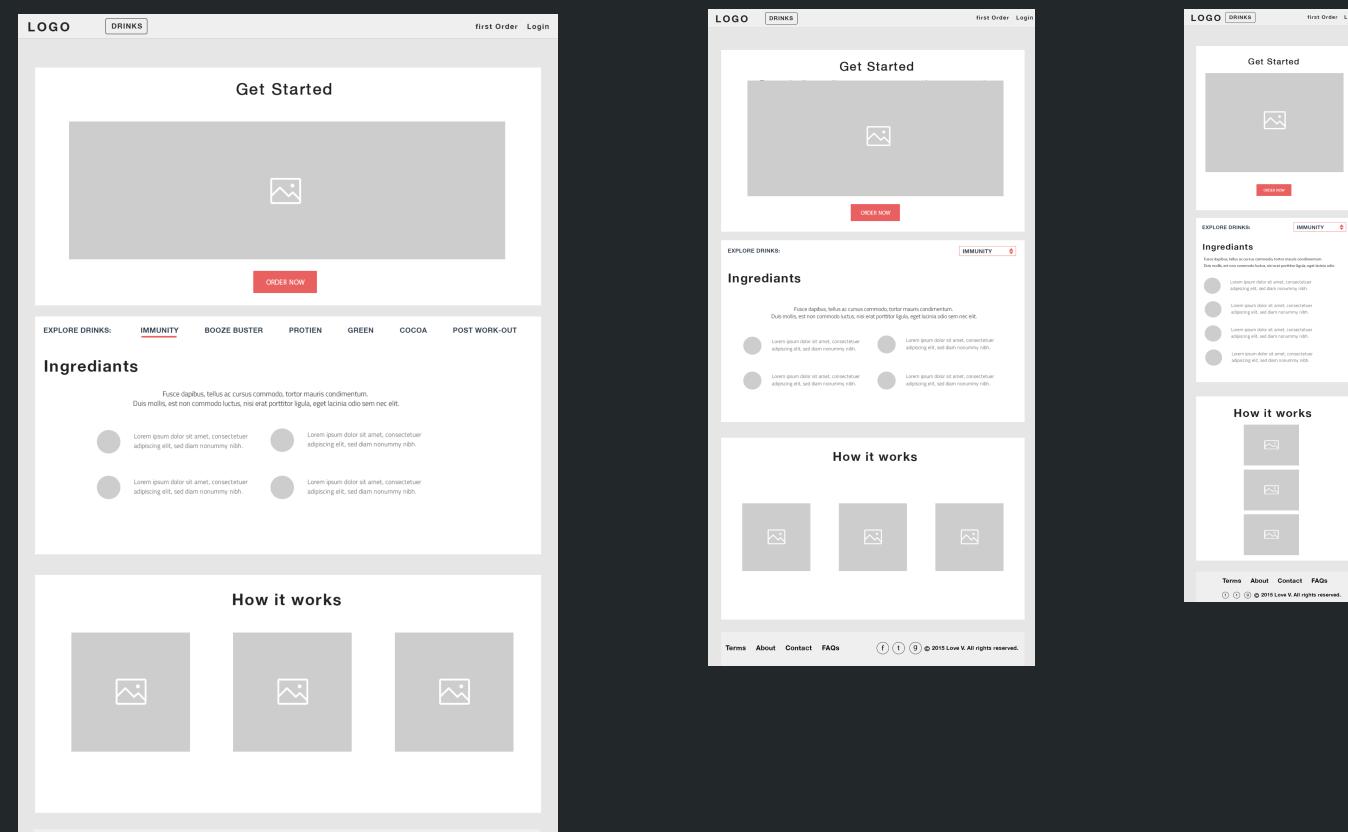
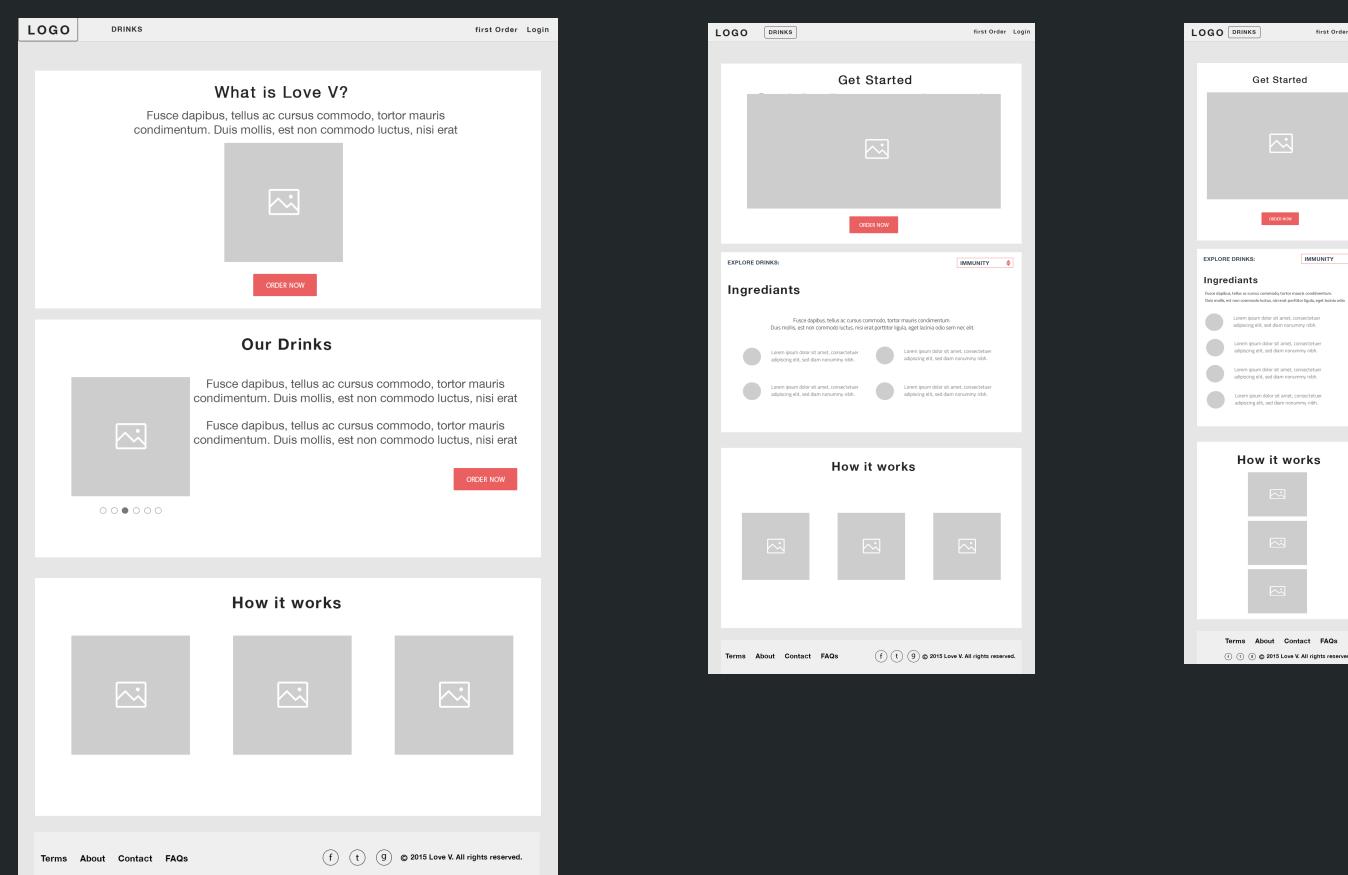


Paper Sketches

After continuous review, low and mid fidelity wireframes were designed as shown below.



Low-Fidelity Wireframes



Mid-Fidelity Wireframes

EMOCIAL LTD

ODICCI can help you capture customer data by creating fun and interactive offline/online competitions, sweepstakes, surveys. With a range of beautifully-designed data capture modules, the ability to perfectly match your brand on any device and our integrated reporting - the possibilities are endless.

There are three main aspects in ODICCI:

ACQUIRE: Collect offline/online customer data through engaging experiences, advanced reporting and seamless integrations

ENGAGE: Generate revenues through personalised and transactional messages triggered by data capture campaigns.

REPORT: Review and analyse your results in real time. Gain insights with real-time charts and graphs, slice and dice data with filters and download results with a variety of export options. Get the most out of your data and act faster.

Insights

Role

UX/UI Designer

Duration

6 months (March - August 2015)

Place of work

Kensal Green, West London, UK (Old Office)

Application

Odicci

Design brief

The goal of the project is to create a web based platform to help users to create online campaigns to acquire, engage with their customers respectively.

Responsibilities

Build Wireframes, Visual Mockps & UI Elements,

Project Methodology

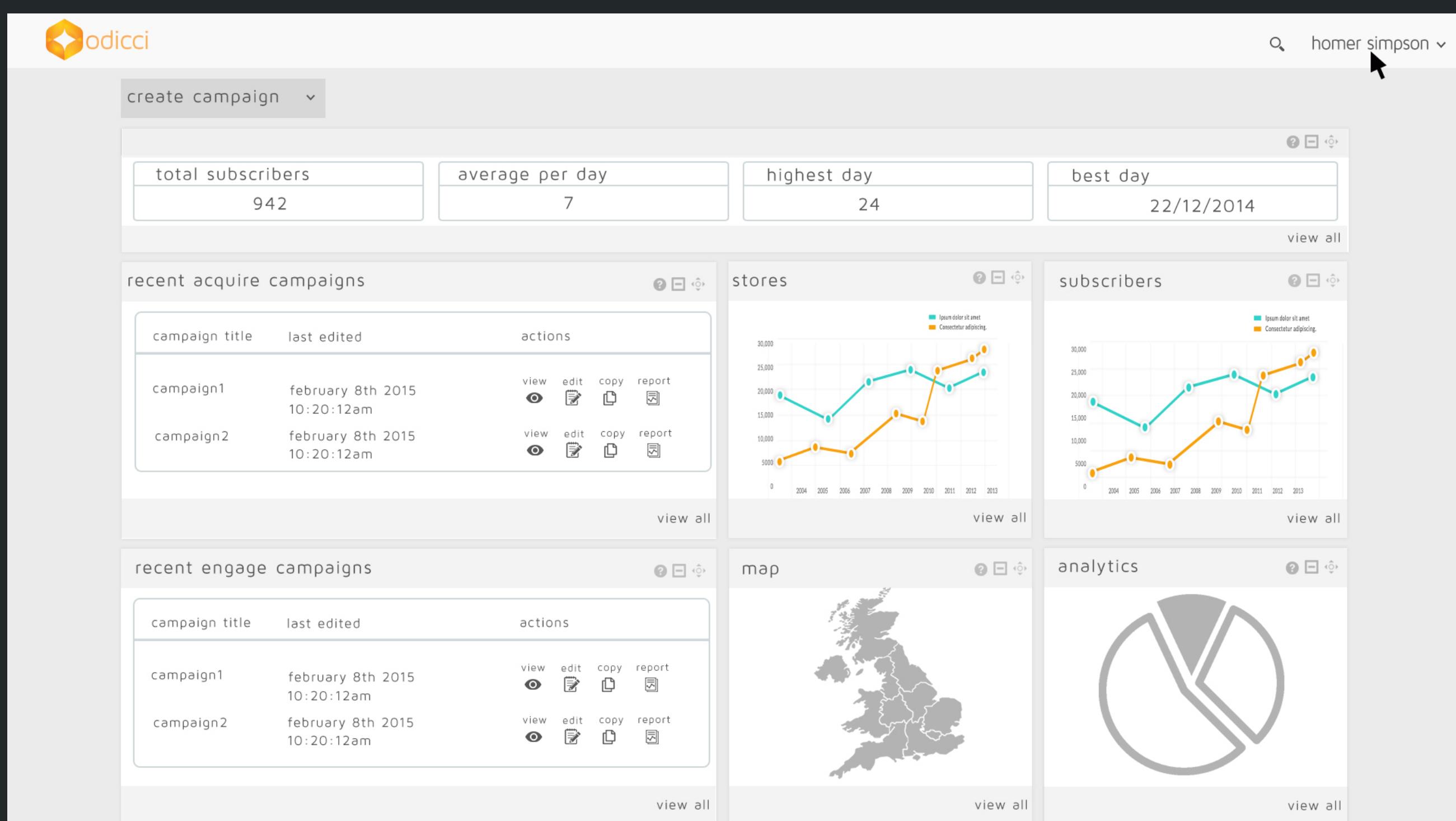
Waterfall, Agile (Scrum)

Software

Adobe Photoshop, Proto.io, InvisionApp

This was the first Internship I did as a UX Designer in London while studying MSc program. Emocial Ltd was a start up with seven employees and had no knowledge of user centred design (UCD). Apart from my work, I used to provide knowledge and importance of UCD on regular intervals. Since the company did not provide any monetary support for research activities. I had to rely on internal marketing and other colleagues for research activities and get their feedback on regular intervals.

I was informed about who is the end users of the application on the first week of the work. Since the company had no prior research activity performed to identity pain points and need statements from the users. I had to rely on online resources and competitors to understand hypothetical pain points and needs. The image shown below is a snapshot of the odicci application proposed dashboard view.



Odicci Dashboard view

During first four months period, I worked directly with CEO of the company since CEO wanted to see how the Odicci's design work matches his vision. The design work produced till this stage are shown in this web address

Design Work: (<https://www.youtube.com/watch?v=L5TzHwDJZg0>).

Once the design work was approved by CEO. Two people were hired to form a engineering team. Later, we all agreed to follow scrum principle from Agile methodology. As a result, we broke down the odicci design and development work into multiple sections and I started to focus on each scrum to deliver the design work. Additional design work was needed since in-depth design work was not able to produce due to time constraints.

I was able to participate in starting two scrum deliverables. Since I had to quit the job focus on MSc dissertation. Please check the videos below for the design work produced in the two scrums.

Sprint One: <https://www.youtube.com/watch?v=zScpsNCFdAU>

Sprint Two: <https://www.youtube.com/watch?v=6e9ftloIGSg>

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**THANK YOU FOR YOUR
TIME. PLEASE CONTACT
ME FOR FULL TIME UX
DESIGN & RESEARCH
POSITION.**