

Sujit Joshi

Service Designer, Strategist, Researcher. Currently based in Bangalore, Karnataka
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Service designer with 4+ years of experience

WORK EXPERIENCE

Philips India Ltd, Service Designer II, Bangalore

09/2021-Present

- Scoped, led service design, research, strategy projects across various business verticals as part of an internal-facing consultative business transformation team to have positive impact on healthcare professionals, patients, & business outcomes
- Presented compelling value propositions designed to communicate business value
- Articulated the value of service design & research to C-suite members & program heads.
- Worked end-to-end, across all stages of projects- from discovery research, to design, evaluation, implementation, & impact measurement.
- Conducted extensive qualitative research (on-field & virtual) with participants across the globe, communicated insights through various data visualization techniques.
- Designed innovative, human centered experiences and touchpoints for customers, while aligning on organizational capabilities, resources, internal processes
- Facilitated workshops among cross-functional teams to foster alignment.
- Quantified CX impact via various survey techniques to support iterative implementation.
- Expanded strategic & service thinking within the Bangalore design team to augment UX design practices & enhance project outcomes.
- Led an interest group dedicated to exploring emerging technologies (AR, VR, generative AI) to improve customer experience, patient outcomes, & organizational efficiency.

Studio 5B, Dr. Reddy's Laboratories, Service Designer, Mumbai

11/2020-07/2021

- Worked closely with UX designers, researchers, business stakeholders in highly collaborative cross functional teams spread across Mumbai, Hyderabad, and New Jersey
- Designed new patient-facing services and identified opportunities to improve core internal processes and tools.
- Created end to end service blueprints to map as-is and future journeys, synthesized impactful insights from data gathered through primary and secondary research.
- Facilitated design thinking, needs-gathering, and brand strategy workshops.

MIT World Peace University, Visiting Faculty- UX Prototyping, Pune

07/2020-10/2020

- Taught UX Prototyping to third year undergraduates through project-based learning.
- Expanded class to include discovery and evaluative research techniques.
- Supported students become proficient with Figma, Miro, Lottie, A-Frame, Visual Studio, GitHub, and become comfortable coding in HTML, CSS, JavaScript for experimenting and building web-based prototypes.

Panorama Innovation, Service Designer and User Researcher, Chicago

07/2019-03/2020

- Worked with clients in various businesses in an innovation consulting role, bringing service design and research perspective.
- Worked end to end, from conducting discovery research to supporting pilots of interventions to evaluate impact.
- Facilitated design thinking training workshops, co-design workshops, and research-alignment workshops.
- Planned and conducted in-depth primary and secondary research (discovery and evaluative), created discussion guides, synthesized impactful insights.
- Created research tools such as online diary studies and card sorts.

+7 more experiences

EDUCATION

Master of Design in Designed Objects (Service Design and Strategy)

2019, School of the Art Institute of Chicago, Chicago, United States

Bachelor of Engineering (Mechanical Engineering & Product Design)

2016, Savitribai Phule Pune University, Pune, India

SKILLS

Core design skills

Qualitative Research, Scoping Projects, Managing Backlog, Managing Stakeholders, Synthesizing Insights, Use Scenarios, Mapping Business Capabilities, Value Network Diagrams, Service Blueprint, Customer Journey Maps Visualizing Data, Design Thinking, Co-Creation, Research-Alignment Workshops.

Research methods

Semi Structured Interviews, Diary Studies, Stakeholder Analysis, Diary Studies, Shadowing, Research-Alignment Workshops, Method Acting, CSAT, NPS, SUS Surveys, Creating New Research Tools.

Soft skills

Can-do, Eager-to-inspire attitude, Experienced in customer service, Communication, Storytelling.

RECOGNITION

iF Design Award 2023

Excelling Rating at PPM

Design.A.Hack.A.Thon

CERTIFICATION

SAFe 5 Product Owner

LANGUAGES

English

Hindi

Marathi