

## **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.
- Aligned on organizational capabilities, resources, & internal processes with directors, heads, business process owners, and engineering teams.
- Designed innovative, human centered experiences, digital & non-digital touchpoints.
- 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**

Managing Stakeholders, Service Design, UX Design, Qualitative Research, Synthesizing Insights, Use Scenarios, Service Blueprints, Customer Journey Maps, Mapping Business Capabilities, Value Network Diagrams, Visualizing Data, Wireframing, Figma, Miro, Adobe Suite, Blender

### **Workshop skills**

Planning, Facilitation, Design Thinking, Brainstorming, Co-Creation, Research-Alignment

### **Research methods**

Semi Structured Interviews, Diary Studies, Stakeholder Analysis, Diary Studies, Shadowing, Personas, 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 last PPM

Idea Generation Grant 2018

Design.A.Hack.A.Thon 2018

## **CERTIFICATION**

SAFe 5 Product Owner

## **LANGUAGES**

English

Hindi

Marathi