

# Sujit Joshi

**Service Designer and User Researcher.** Currently based in Pune.

## Education

**School of the Art  
Institute of Chicago**  
Jul 2017 to May 2019  
Chicago, United States

**Master of Design, Designed Objects**  
Service Design and Research

**Savitribai Phule Pune  
University**  
Jul 2012 to May 2016  
Pune, India

**Bachelor of Engineering**  
Mechanical Engineering

## Work

**Studio 5B**  
Nov 2020 to present  
Mumbai, India

### Service Designer

- Interning for Studio 5B, the design studio of Dr. Reddy's Laboratories
- Finding ways to improve healthcare experiences for patients and digital experiences of internal employees of the parent company (Dr. Reddy's Laboratories).
- Designing new patient-facing services, and improving existing internal processes and tools
- Co-facilitating design thinking training sessions and other workshops for project stakeholders and team members

**Freelance**  
Jan 2020 to present

### Freelance Design and Research

Completing UX, service, and product design projects for a variety of clients

**MIT WPU**  
Jul 2020 to Oct 2020  
Pune, India

### Visiting Faculty, UX Prototyping

Taught UX Prototyping and Research to third year undergraduate students through a project based learning approach.

**Megh Pyne Abhiyan,  
Designthon**  
Apr 2020  
India

### Service Designer- Volunteer

- Facilitated a design workshop for the Megh Pyne Abhiyan with a diverse team of volunteers during a one day hackathon.
- Designed an inclusive and accessible solution for helping returning labourers in rural Bihar get access to help during the Covid-19 pandemic

**CovidFYI.in**  
Apr 2020 to Jun 2020  
India

### UX Lead- Volunteer

- Led the UX design and research teams for a Covid startup called CovidFYI, as a core member of the group from initiation of the product.
- Designed the service and interface, interviewed users and stakeholders, facilitated internal and external discussions among teams and partners, recruited other designers.

**Bosch USA and School of the  
Art Institute of Chicago**  
Feb 2020 to Mar 2020  
Chicago, United States

### Data Visualization Designer and Developer- Contract

Built a data visualization platform and the necessary backend to conduct experiments with cellular IoT devices in Austin and Chicago using a javascript library called p5.js

**Panorama Innovation LLC**  
Jul 2019 to Mar 2020  
Chicago, United States

### Service Designer and User Researcher

- Worked with clients primarily in the health insurance space to help with their innovation efforts
- Conducted in-depth ethnographic and desk research
- Created research tools such as online diary studies and card sorts
- Facilitated design thinking sessions and training workshops

## Research tools used so far

- Secondary research
- Semi-structured interviews
- Diary studies
- Method acting
- Service piloting
- Heuristics evaluation
- Card sorting exercises
- Usability studies
- A/B tests
- UX analytics

## Artifacts created

- Discussion guides
- Workshop tools
- User journeys
- Service blueprints
- Process maps
- Flowcharts
- Clickable prototypes
- Physical prototypes
- 2D animations
- Web apps
- WebAR and WebVR experiences

## Workshops facilitated

- Design thinking training sessions
- Journey mapping sessions
- Co-creation sessions

## Tools used

- Miro
- Figma
- Adobe XD
- Adobe Cloud Creative Suite
- Blender
- HTML, CSS, Javascript
- Node.js
- p5.js
- three.js
- A-Frame.js

## Languages spoken

- English
- Marathi
- Hindi

**Bosch USA and School of the Art Institute of Chicago**  
Jan 2019 to May 2019  
Chicago, United States

### **Researcher**

- Designing and developing IoT devices to conduct ethnographic research on smart cities, and crowds in Austin, TX and Chicago, IL
- Strategizing on research protocols, interviewing people, analyzing qualitative and quantitative data, developing and testing prototypes

**School of the Art Institute of Chicago**  
Sep 2017 to May 2019  
Chicago, United States

### **Departmental Assistant and Teaching Assistant**

Processed 3D printing orders, maintained 3D printing, laser cutting, and wood-working machinery, taught students how to use these tools

**Eleno Energy LLC**  
Oct 2016 to Mar 2017  
Pune, India

### **Product Design and Engineering Intern**

- Developed a new product to solve health challenges like bedsores, piles, and back pain for truck and lorry drivers in India
- Conducted research, developed and tested prototypes to deliver a market ready product at the end of the internship

**Tefcon Bearings Pvt. Ltd.**  
Jul 2015 to May 2016  
Pune, India

### **Product Design and Engineering Intern**

Designed a multiaxial load testing machine for construction bearings as part of final year project during undergraduate studies

## **Recognition**

**MIT Media Lab**  
Sep 2018

### **Winning Team, Design.A.Hack.a.thon**

MIT Media Lab + UCSD Design Lab

**School of the Art Institute of Chicago**  
Jan 2019

### **Idea Generation Grant Recipient**

School of the Art Institute of Chicago

## **Exhibitions**

**School of the Art Institute of Chicago**  
Jan 2020

### **Polling Place**

Alumni Exhibition in collaboration with Aimee Martinez. Exploration into how elections and democratic governance could change if made digital.

**School of the Art Institute of Chicago**  
May 2019

### **Graduate Thesis Exhibition**

Nava Savhita: An exploration of alternate histories and narratives to contribute to innovation efforts in Ayurveda and to the decolonization of indigenous sciences.