**Sujit Joshi**

Service Designer, Strategist, Researcher. Currrettly 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.

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| **RECOGNITION** | **CERTIFICATION** | **LANGUAGES** |
| iF Design Award 2023 | SAFe 5 Product Owner | English |
| Excelling Rating at PPM |  | Hindi |
| Design.A.Hack.A.Thon |  | Marathi |