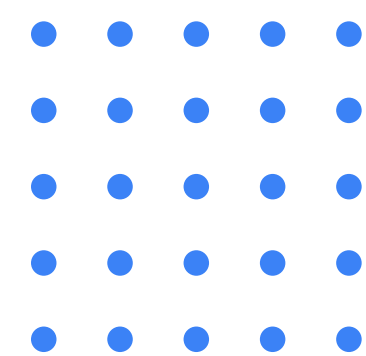




Suma Narayan

Sr User Experience Designer

About Me



Education Qualification

Years of commercial experience

10+

Education summary

Masters in
Design

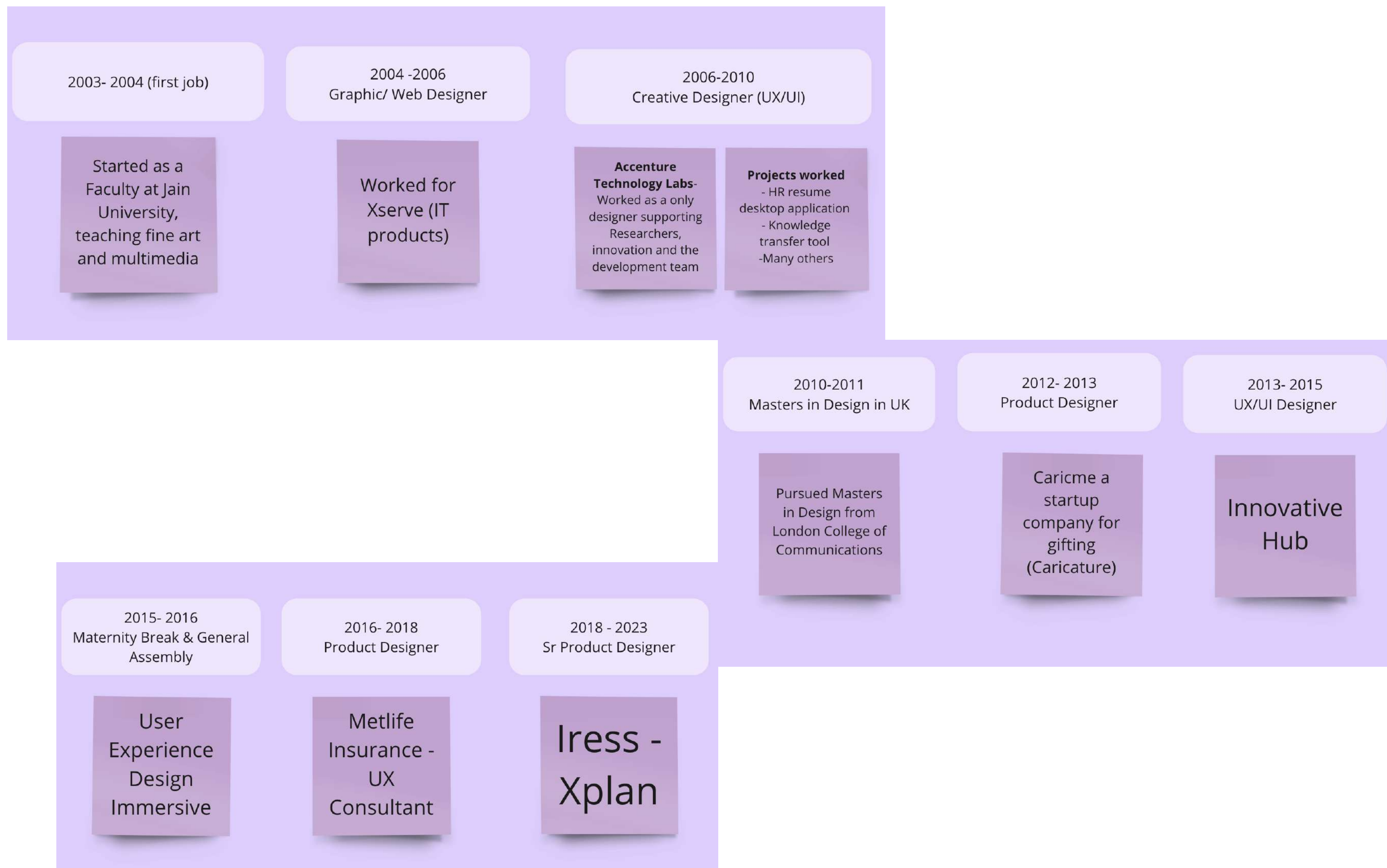
General
Assembly
UX - Sydney

PG
Advertising
and
Marketing

Bachelors in
Fine Arts
(Applied Arts)

Adobe
Creative Suite-
XD,
Photoshop,
Illustrator

Multiple courses
in design-
Design Thinking,
AWS Quicksight,
IDEO Acumen



Tools and Techniques

Tools and techniques

Adobe
Creative Suite

Figma

Miro

Jira

HCD
Research
Techniques

Usability
testing,
concept
testing

Focus groups
and user
workshops

Journey
mapping and
Information
Architecture

Surveys

Accessibility
guidelines

Confident with...

Confident
with the **E2E**
design
process

User interface and
user experience
designing
**(Desktop and
Mobile)**

**User Research
and Usability
testing**
methods and
approach

Facilitating
workshops
and design
studios

Liaising with Product
and Engineering
teams to
understand
requirements and
UX needs

**Knowledge of
Tools:**
Adobe Tools,
Figma, Axure,
Miro, Jira, Google
suites, Slack

W3C
**Accessibility
Guidelines**
(WCAG)

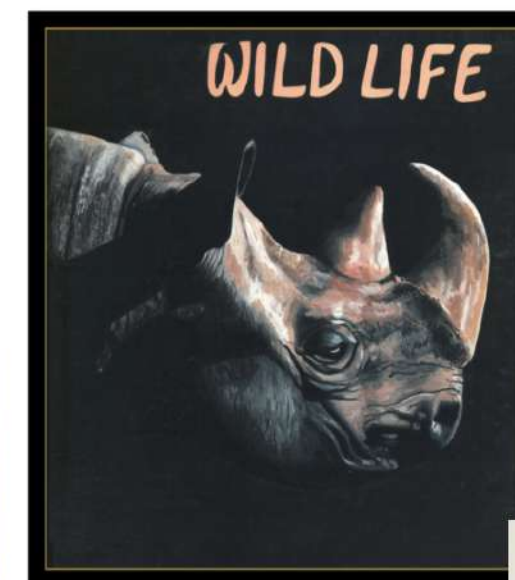
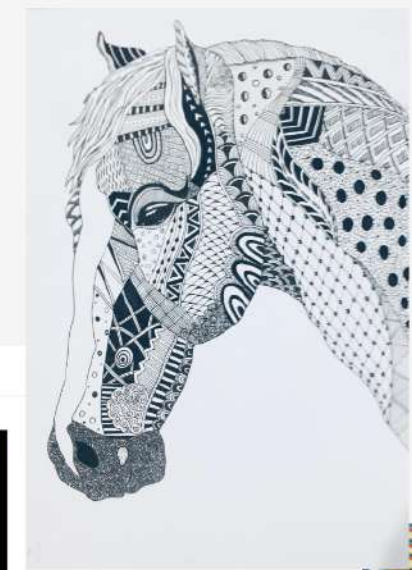
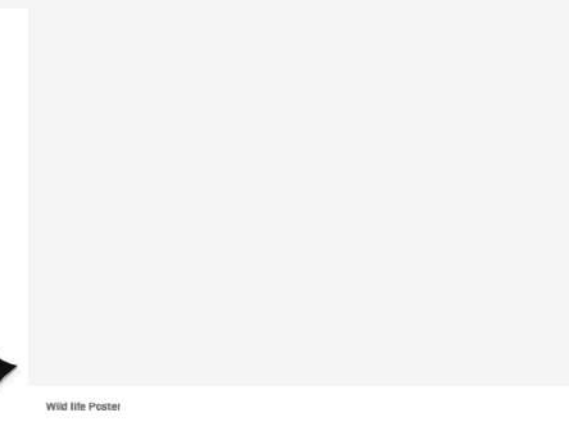
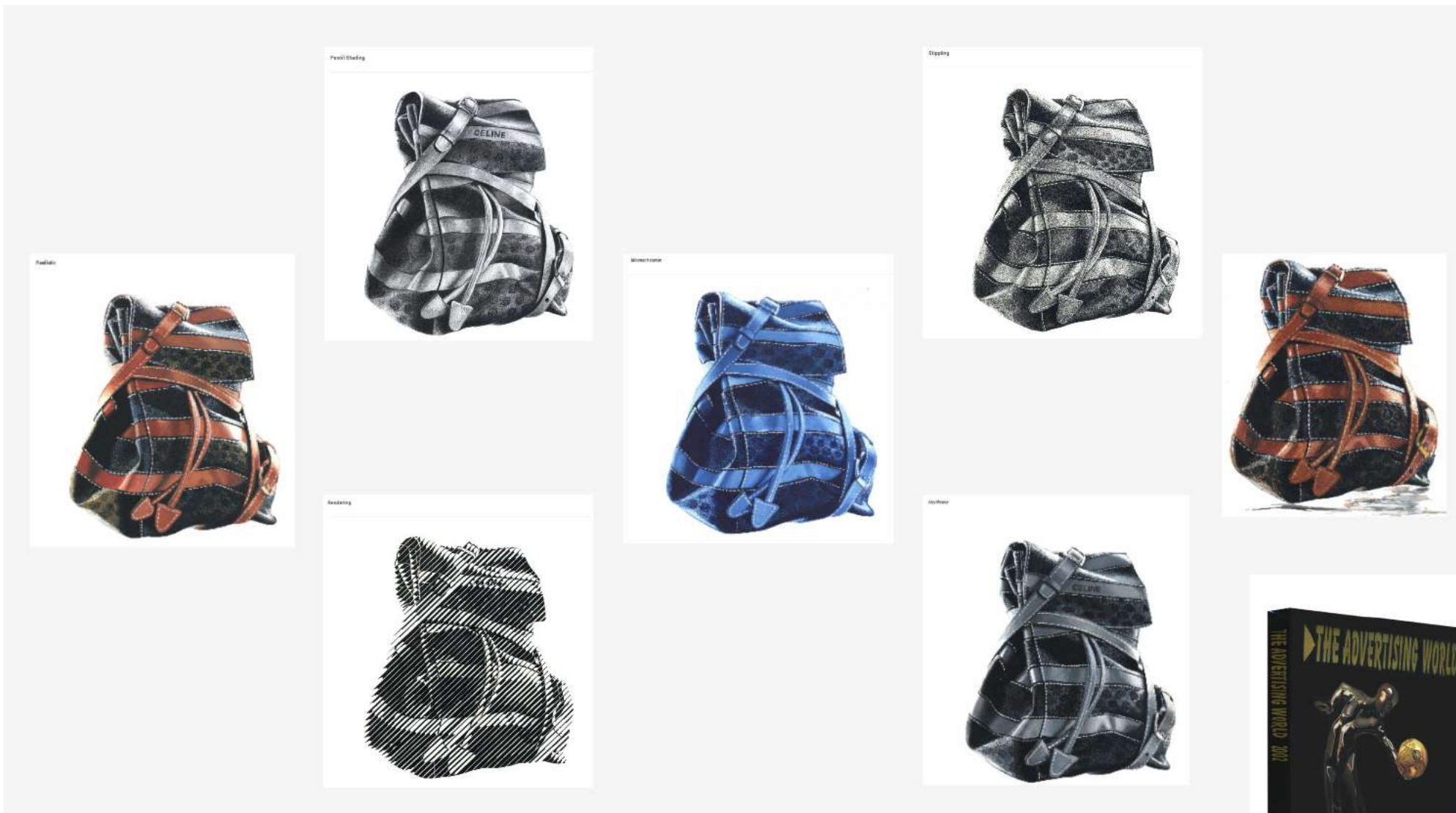
Collaborating
and **advocating**
design process
within product
teams

Creating both
low, high and
Interactive
prototypes

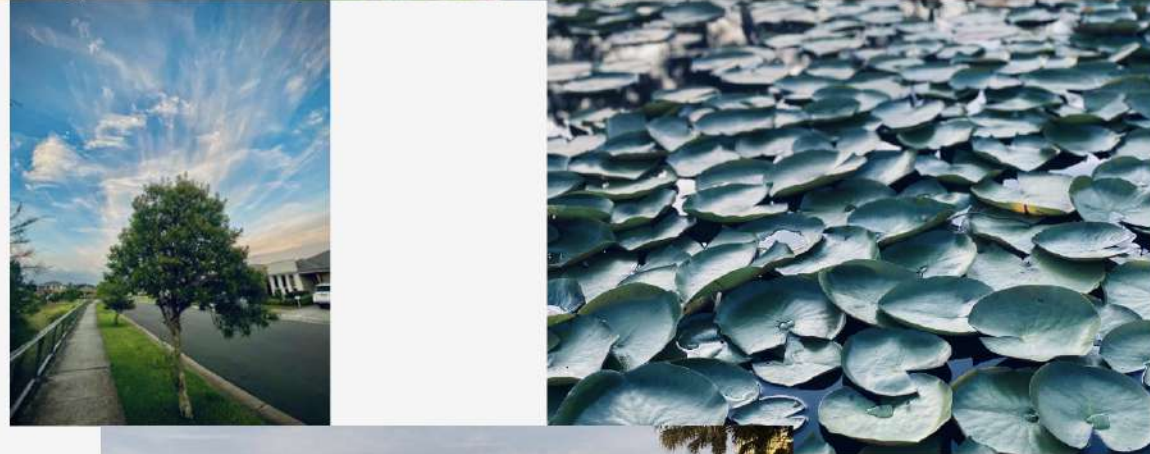
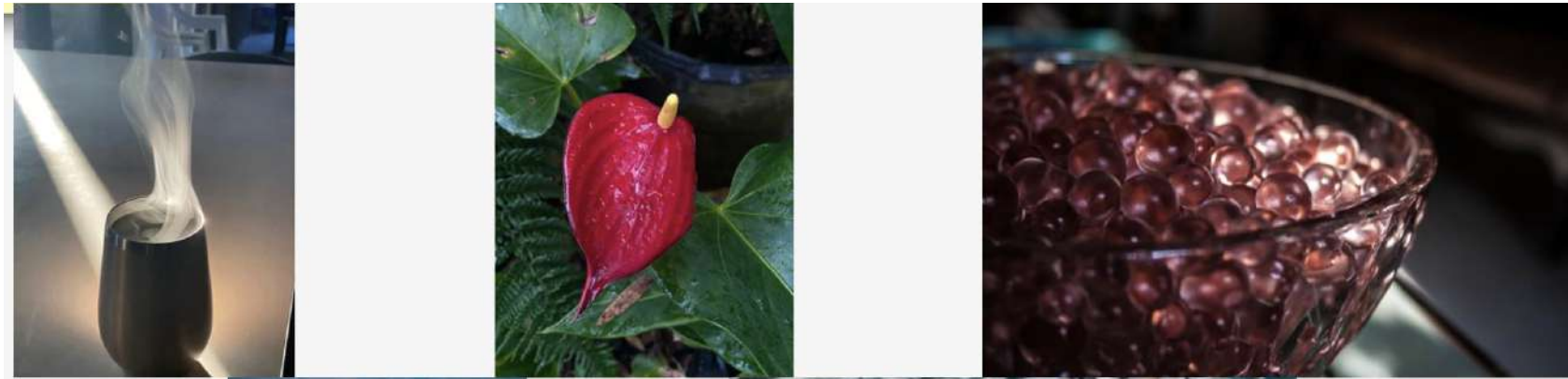
My world revolves around



My passion and interests



My passion and interests



International Women's Day

International Women's Day
Presentation

The Dangers of Gender Bias in Design



Clodagh Lynch
Product Design Team APAC



Anita Deshpande
Product Design Team APAC



Suma Narayan
Product Design Team APAC



Breaking the Bias
+ Design

Cars - Designs by men for men

PASSENGER SEAT SCALE

RISK OF SEATBELT INJURY

HEAD

NECK

CHEST

CRASH DUMMY, BASED OFF OF 50th PERCENTILE MALE

FEMALE, REPRESENTING 5th PERCENTILE HEIGHT

DISTANCE FROM AIRBAG

RISK OF AIRBAG INJURY

SEATS DESIGNED FOR LARGER MEN, REQUIRE MANY WOMEN TO MOVE SEAT FAR FORWARD TO REACH PEDALS AND STEERING WHEEL

LACK OF ACCOMMODATION FOR PREGNANCY

DATA GAP

8% OF WOMEN IN THIRD TRIMESTER OF PREGNANCY DO NOT FIT STANDARD SEATBELT DESIGN



Breaking the Bias
+ Design

What do you picture when you think of a Software Developer?

LinkedIn Post



Clodagh Lynch
Head of Product Design APAC at iress | UX & Innovation Leader

View full profile



Breaking the Bias
+ Design

Today is International Women's Day and to celebrate this the Product Design team at iress presented on The Dangers of Gender Bias in Design. Thank you to Anita Deshpande and Suma Narayan for co-hosting the event with me. We highlighted many examples of gender bias in design and how the world is changing slowly. To get the world to close the gender bias gap we must recognise biases, use diverse data sets, build structural equity across our organisations and ensure that a diverse group of people have a seat at the leadership table.

#iwd22 #breakthebias #iress #iressproductdesign

International Women's Day
Presentation

The Dangers of Gender Bias in Design



Clodagh Lynch
Product Design Team APAC



Anita Deshpande
Product Design Team APAC



Suma Narayan
Product Design Team APAC

You and 19 others

4 comments

Reactions









Introducing Jira Service Management for Dev, IT, and Business Teams



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RiverNile School

Come visit our Office!!



40 mins

iress Office Tour

- See what a large tech office is!
- Learn all the different roles that work at iress
- Talk to members of each department to see if it interests you!

20 mins

Morning Tea

35 mins

Design Session

- Let's learn about how we design technology!

35 mins

HR Session

- Let's learn all about interviews!

Design



Kaitlyn Vu
Senior Product Designer



Anita Deshpande
Product Design Team Lead



Suma Narayan
Senior Product Designer

Dev



Vinesh Balan
Engineer



Surya Chakravarty
Engineering Team Lead

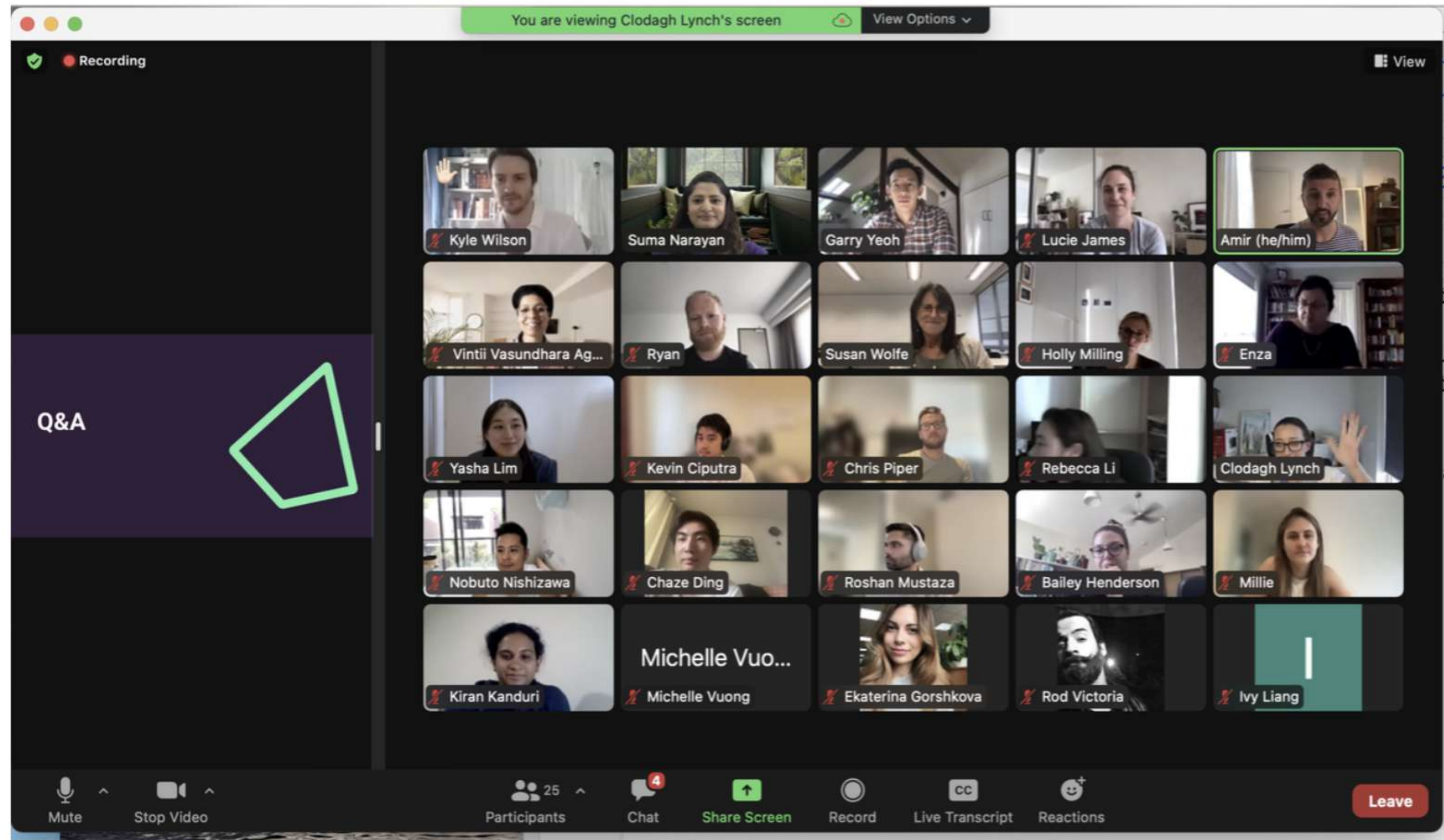
Leadership



George Alligianis
Chief Product Officer, Superannuation



Academy - Grad student presentation



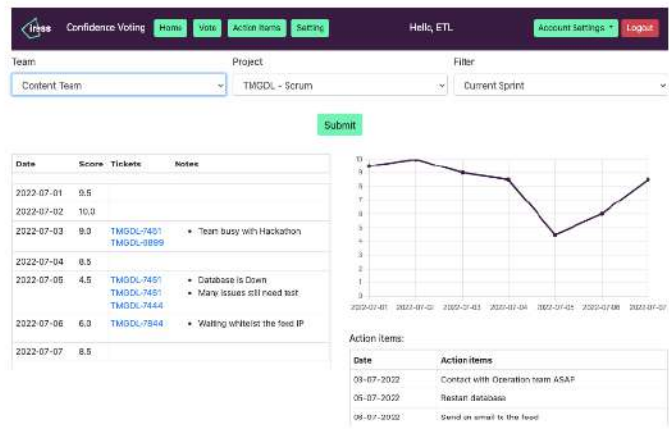
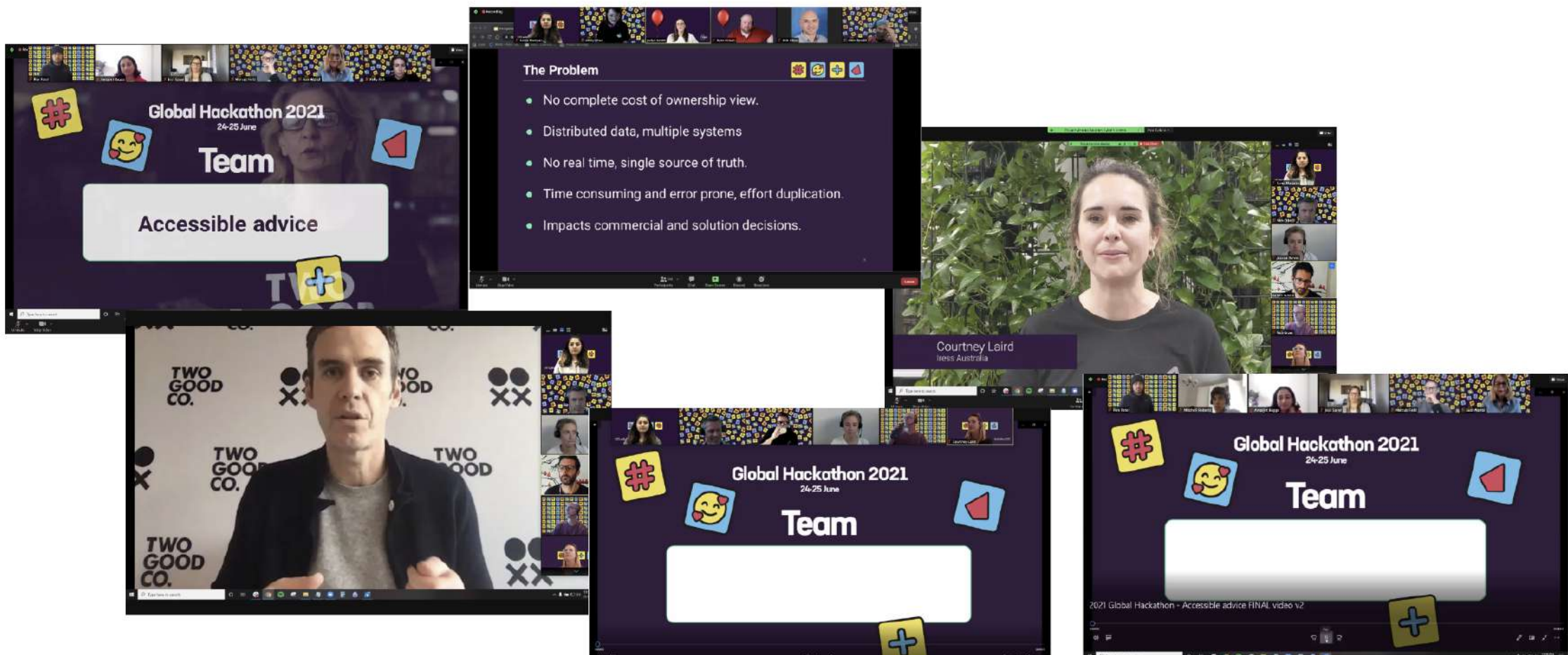
CSR - Fund Raising Charity - Diwali-2018



CSR - Fund Raising Charity - Diwali-2019



Hackathon- Accessible Advice - 2021



Voting for date: 2022-07-08

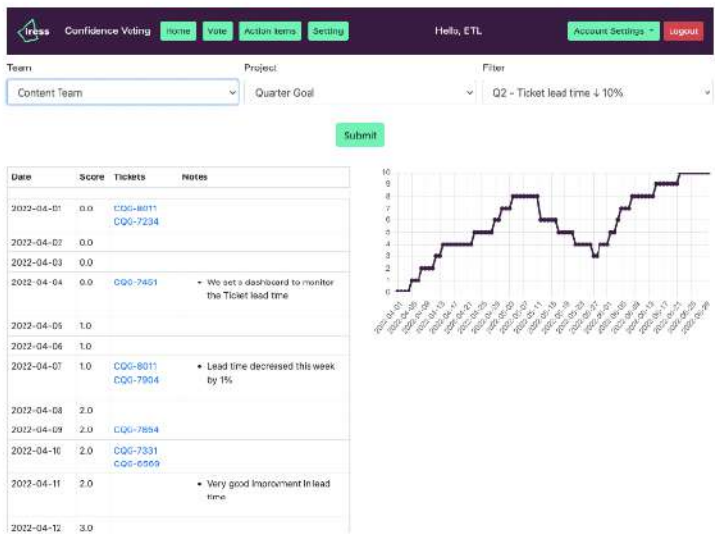
Project: TMGDL - Scrum

Tickets: List of Tickets (comma separated)

Description:

Submit Vote

Team Name	Project Name	Filter name	Project	From Date	To Date
Content Team	TMGDL - Scrum	Current Sprint	TMGDL - Scrum	01-07-2022	14-07-2022
Trading Team	Quarter Goal	Old Summe	TMGDL - Scrum	11-06-2017	30-06-2017
		Year 2022	TMGDL - Scrum	01-01-2022	31-12-2022
		Q1 - Client engagement ↑ 20%	Quarter Goal	01-01-2022	31-03-2022
		Q2 - Ticket lead time ↓ 10%	Quarter Goal	01-04-2022	30-06-2022
		Q3 - Quality ↑ 10%	Quarter Goal	01-07-2022	30-09-2022



Action items for date: 2022-07-08

Submit Action Items

Date	Action items
03-07-2022	Contact with Operation team ASAP
06-07-2022	Restart database
06-07-2022	Send an email to the test

Confidence Voting

Login

ETL

Password

Log in

Register

Username

Password

Re-type password

Register

Hackathon - Iress Chai - 2019



Why
IRESSCHAI

Why IRESSCHAI

Most innovative ideas start over a cup of coffee/chai

A way to reinforce company's vision and values at every opportunity

IRESS CHAI - is all about creating a positive culture in the workplace.

Positive and consistent feedback builds an enjoyable team environment

Let's see the FEATURES

Current features

slack

Lattice

Future scope

workday

Our RESEARCH Survey Questionnaire

Do you feel connected with your team-mates when you help each other?

How would you like to be appreciated by your peers when you help them?

Is it important to you to be recognised for your work?

Do you think rewards and recognition are a powerful tool for employee engagement?



Our RESEARCH Findings

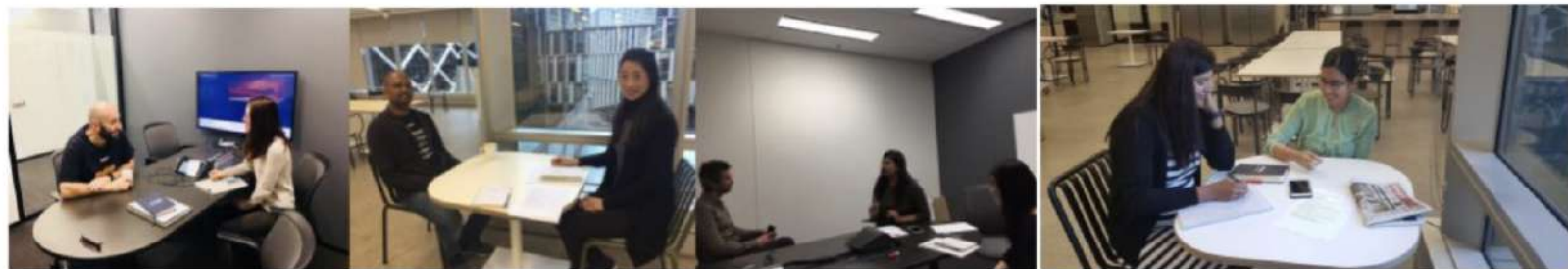
Do you think rewards and recognition are a powerful tool for employee engagement?

Does IRESS recognise simple things you do for your team-mates?



Acumen - Waste Management

LEARN FROM PEOPLE



- Overall confusion on what materials are recyclable and what is not - there are **no set guidelines that people can follow**.
- **Unaware on current recycling system at workplace** - unaware on specific bins in place, e.g. paper recycling bin.
- Concerned about environment but **being eco-friendly is not a priority in daily life** - not passionate enough to go out of way to take action.
- **Recycling system is different in other countries/cities** - employees new to country have difficulty making sense of recycling system in place.
- **Lack of indicators on bin types** at work unlike at home, causing behaviour at work to be much careless than at home.
- **Bad practices**, e.g. not cleaning dish before putting it in dishwasher to cause drain blockage, paper towels in bathroom and kitchen being used excessively, a lot of milk wasted.
- **Eco-friendly behaviour is not rewarded**- no incentive for employees to recycle, not a lot of support.
- Some people were inspired by "War on waste" ABC documentary.

Recommendations

- Awareness can be raised through visuals and text
- Show impact of waste on environment through video

Key quotes

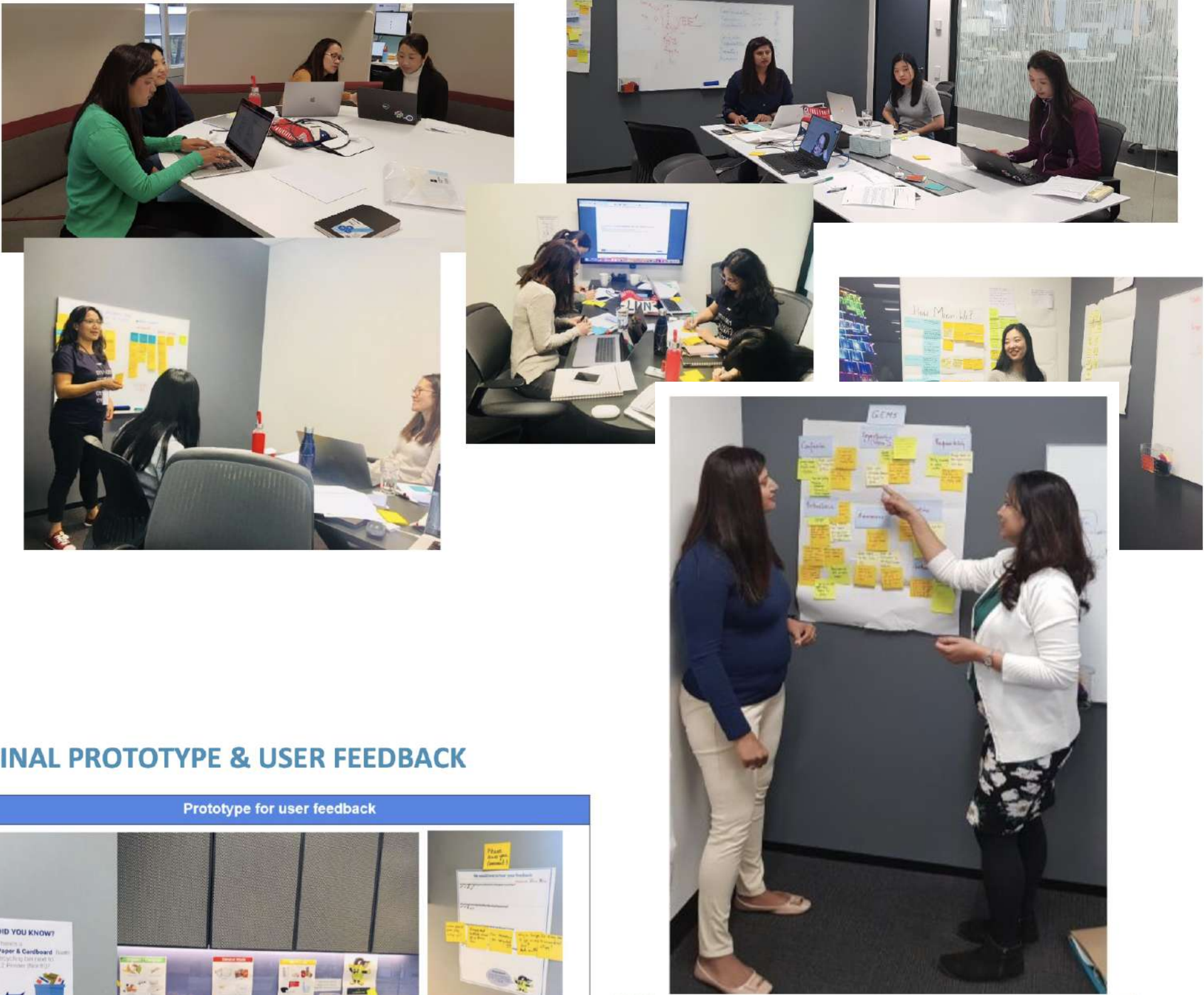
"Passion, love, excitement drives change"
"Taking ownership is what matters"
"They don't do this at home right?"
"If we do the right thing, other people will follow"

SUMMARY DECK

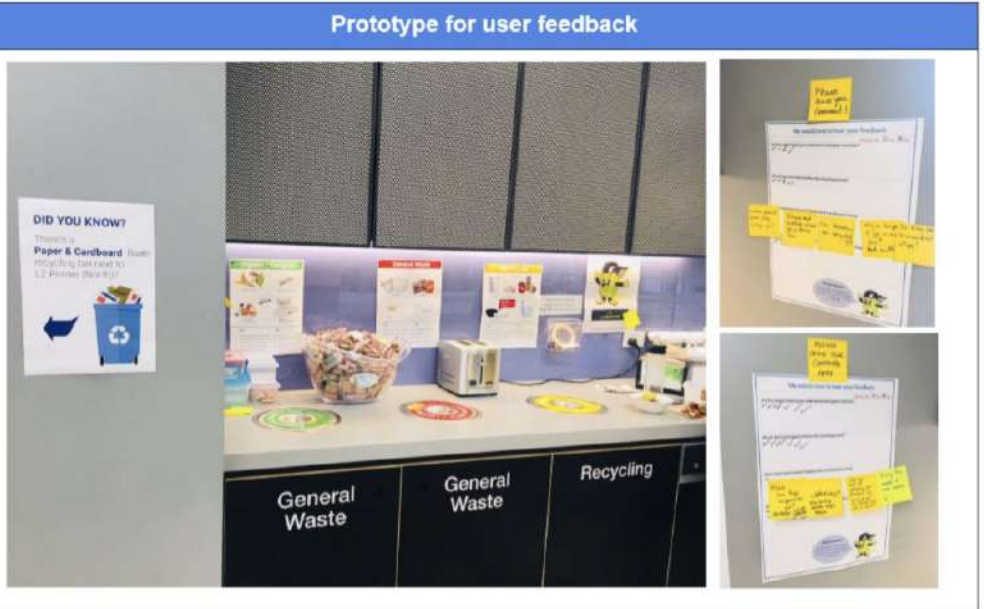
TribeX: Suma Narayan, Anita Deshpande,
Katharine Thien, Yunah Lee, Catherine Man

*How might we influence our
employees to foster an eco-friendly
workplace?*

APPENDIX



FINAL PROTOTYPE & USER FEEDBACK



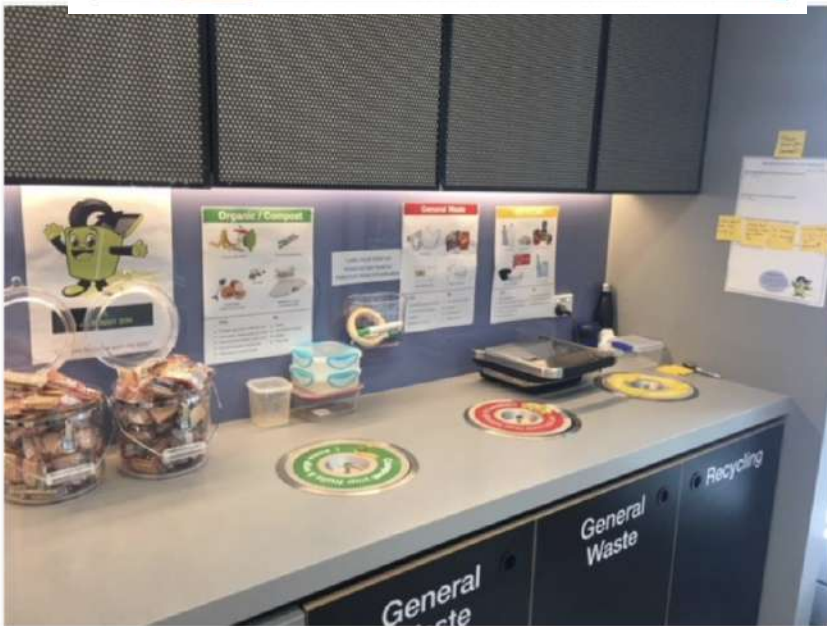
Recycling Bin



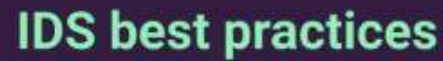
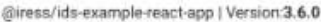
General Bin



Compost Bin



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Design Initiative - Buddy System

Do you think it will be valuable for your professional growth? Why? Or why not?



Gaining a wider exposure to how others work would really benefit my growth

Help me process my thoughts better and share my knowledge

Absolutely, I have always benefitted from bouncing off ideas with others, especially since I can get in my own head too much sometimes or I doubt my thinking/ ideas. I've noticed that reaching out to someone in the team for validation or discussion has really helped me either back my thinking/ ideas or helped me re-evaluate. It also has taught me how to look at things from different POV's rather than being narrow minded - sometimes others have thought of things you haven't and it sparks are really meaningful and valuable conversation/ discussion.

Yes, I think it's a great idea to help learn professional skills in a low stress environment, as well as spend time with a colleague you might not normally get the chance to.

I think it's valuable because we have someone we can bounce ideas with

Yes, it will help me to get quick feedback and incorporate changes before sharing with wider team

Yes, 2 heads is often better than one and hopefully, we learn from each other and get exposed to some different ways of thinking/working

Yes because it's an opportunity for all designers to practice mentoring and giving feedback.

Design is a niche profession, and we are constantly learning from each other. Buddy system will be a great value for individuals and the company. I strongly see the benefits of sharing and uplifting our knowledge in the fintech domain with this pairing system.

General Comments



Love this idea! Based on my role and how I am currently working, I support everyone in the team when I am needed, like the advisor example provided (Advisor - not a full time buddy, but available when required) and would like to continue doing so but as discussed last week, that's just working with the team. I think this buddy system is a different type of support and also allows us to build closer relations and trust with others in teams. I will have limited time but I am sure I can spare an hour of my week :)

We always strive to do our best in whatever we do, then why not make it with the team

Would be good to clarify how this might differ from existing team based work.

Great initiative!!

Buddy system might be more beneficial if it's paired with a junior and senior etc

It does worry me a bit in terms of time and maybe having some 'extra load' of learning a buddy's product etc but hopefully the benefits outweighs this and we're given some extra space in our workload to accommodate having this buddy system.

I think this is a great idea but we shouldn't make it too formal and allow participants to define it for themselves as much as possible.

It was hard to answer some of the questions as I already have a mentor and a team lead so I get a lot of the things listed things already, but for others it would be more valuable. I am still interested in getting a wider exposure to how others think about things and solve problems and how other teams work. I think a buddy system has worth, however it seems you are asking about a few different type of roles listed below. All of which I see value in.

1. A way to get feedback- perhaps this could be better solved with an ad hoc request for peer review system like the devs use, or asking specific people for feedback. Where there is regular time put in our calendars for this purpose.
2. A person to share ways of working ask questions and general design chat.
3. New designer buddy system
4. Pair designing

Guidelines of Buddy System



1. Please remember, your buddy is not your project counterpart. They are here to assist you only when you need their support
2. Buddy system treats everyone equally irrespective of experience or qualification
3. If you and your buddy need additional support, please feel free to reach out to the wider design team members
4. Be considerate of your buddy's time
5. We shouldn't make this process too formal. Allow participants to define it for themselves as much as possible.

Agenda

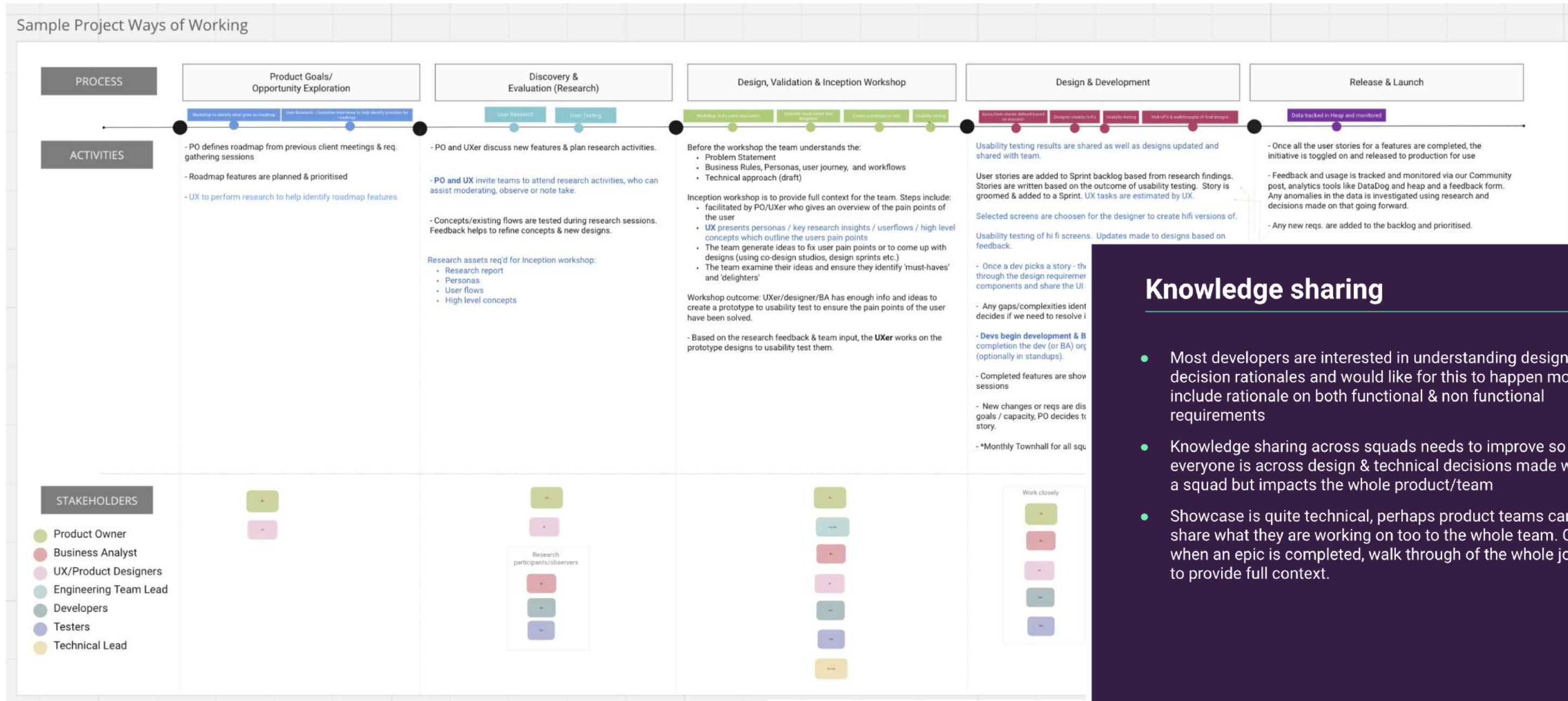
Buddy system survey finding walkthrough (20 mins)

Mark your preferences in Excel sheet (5 mins)

Buddy assignment (15 mins)

Discussion/ Next steps (15 mins)

WOW- Design team activity



Knowledge sharing

- Most developers are interested in understanding design decision rationales and would like for this to happen more - include rationale on both functional & non functional requirements
- Knowledge sharing across squads needs to improve so that everyone is across design & technical decisions made within a squad but impacts the whole product/team
- Showcase is quite technical, perhaps product teams can share what they are working on too to the whole team. Or when an epic is completed, walk through of the whole journey to provide full context.

"Maybe some squads make some changes & communication of this is not often shared"

"Sometimes work gets handed over from another squad, no visibility on what was done before"

"Perhaps share whole functionality with whole team again when it's completed."

14

Improve collaboration

- Improve collaboration and ensure UX requirements are understood between all parties.
- Increase design touchpoint with the team to improve outcome
- Including BA's, backend/ frontend developers and testers in UX walkthroughs ensures smooth handovers of the UX requirements and expectations
- Having regular UX reviews are valuable and allows for early feedback
- Involving developers earlier in the analysis/design process, from initial kickoff/inception provides better understanding of and input right from the start.
- The delivery team showed keen interest to understand design rationale and be part of our research sessions

"I feel that the developers, testers, UX and BA need to be on the same page at all time. If one of the person is missing, then they will miss out the information and I don't think quality will be there in the final product, in that way"

"We rely a lot on the UX/UI reviews. Having this more frequently even at the beginning of the development might help with the flow"

12

Understanding of the design system

- Better understanding of design system components and clarity on what's used in the design
- Tokens from the design system are not used in the designs which is causing inconsistency
- Developers are still unsure about how to transition to IDS, and how to collaborate and contribute to IDS
- Help BAs and devs pickup existing components without further investigating on what to use - link to actual component on the OUI/IDS library for developers to use
- Currently having to manage/build for multiple design systems is a pain point.
- How do we best keep track of bespoke/custom components when required.

"We need to spend time to figure out what are the main things, I mean it's not only for us it's about the users. What screens, they use most often. We need to prioritise the work accordingly and transform the entire ui which are in old style according to the usage of the client"

"[custom components] It's a curve ball with changing component feature, can get complex"

11



Thank you for viewing

Reach out via email: suma.shades@gmail.com

Connect with me

LinkedIn
<https://www.linkedin.com/in/sumashades>

Email:
suma.shades@gmail.com