

# Swarnim Mandloi

Product Designer - Web Developer

Bangalore, India

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Portfolio - [Link](#)

## EXPERIENCE

### Microsoft, Azure-Product Designer

January 2024- Present

- Spearheaded user experience enhancements for technical ticket creation and resolution in Azure, resulting in increase in efficiency and user satisfaction.
- Utilized design thinking and AI to understand user challenges, conducting a comprehensive competitive analysis of AWS and Google Cloud, leading to the development of innovative solutions that improved usability.
- Empathized with users by deeply understanding their frustrations and challenges with the existing support ticketing system, translating these insights into intuitive design solutions.
- Secured buy-in from the General Manager of Worldwide Support and leadership by showcasing the design's impact on user experience.

### Publicis Sapient, Williams Company-Product Designer

March 2023- January 2024

- Redesigned Williams Company's administration portal: Leading UX efforts to enhance user experience.
- Established a comprehensive design system: Ensuring consistency across the platform for a complex and sizable application.
- Collaborated with Williams Company stakeholders: Communicated requirements, crafted solution, reduced manual data entry time by 50% by designing new platform features, resulting in annual cost savings
- Collaborated engineering implementation: Played a key role in achieving the best user experience through wireframing, prototyping, and close collaboration with the engineering team.

### Publicis Sapient, Bangalore—Product Designer, UX

March 2022 - 2023

- Lead UX and strategic direction of QuizMe's internal content management system that powers all support and managing assessment.
- Partnered with multiple products with a consistent design system and consistent interaction.
- Work closely with stakeholders and product teams to define product roadmaps and business directions and help execute design across all customer and user touch points, reducing bounce rate to 2%.
- Collaborated with engineering to define requirements and ensure high quality product experience.

### TCS, Bangalore—Product Designer & Web Developer

November 2019 - 2022

- Worked with Python scripting for automation and designing applications.

## SKILLS

### Product Design-

Interaction design, visual design, motion design, brand strategy, user research, prototyping, wireframing, personas, journey mapping, scenarios and storyboards

### Web Development-

Full Stack developer, Angular, HTML, CSS, JavaScript, JAVA, Spring Boot, AWS, 3D websites with Three.js

## TOOLS

GenAI, DALL-E, Photoshop, Illustrator, Blender, Figma, Xd, Branding, 3D and 2D Animations, Sketching, Product Animation

## PERSONAL SKILLS

Strong communication and interpersonal skills.

Motivated, responsible and dedicated towards work.

Flexible and eager to learn new technologies and gain knowledge.

## INTERESTS

NFTs, Code Generated Art, Wave Surfing, Competitive Coding