

# Matteo Remondini

## Product-Service System Design

Matteo blends his experience in design and strategy to bring in a flexible approach to product, service and business innovation. As a researcher he adopts qualitative methods to find untapped opportunities. Bringing people together, he builds shared holistic views while fostering creative problem solving.

At frog he worked with clients such as Lego, British Government, Ocado, Barclays, HSBC.

Prior to that he established and led Service Design at Shelter, the largest British housing and homelessness charity, where he focused on improving the service given to people in urgent need.

He's passionate about complex problems, interested in human behaviour, and intrigued by anything striving for a purposeful future.

## Work

FEB 2022 - PRESENT | LONDON, UK + REMOTE, EU

### **Taxfix - Tax advice & financial wellbeing unicorn**

#### **Product & Service Design lead [contract]**

- › Leading the process for defining the product-service strategy for a new market
- › Collaborated with a cross-functional team to ideate on product and UX initiatives, build and test experiments and launch new features
- › Devised and conducted research activities, lead workshops, coached team members

MARCH 2020 - FEB 2022 | LONDON, UK

### **frog ( previously Idean ) - Global design studio**

#### **Senior Service Designer**

- › Development of a visionary new experience and view of an end-to-end treatment journey through a series of detailed storyboards, prioritised journeys and applicable experience principles.
- › Mapping and envisioning the ideal employee experience journey through qualitative research, personas creation and low-fidelity prototype testing for a leading online retailer's HR department
- › Development of a human-centred Innovation Lab for a large public sector department, testing innovative concept propositions aimed at tackling complex problems for citizens.
- › New venture in the space of financial services for tenants : supported the team developing solid service principles and visualising complex system flows and detailing operational processes
- › Clients include: Elekta, Lego, HSBC, UK Gov's Department for Work & Pension, Ocado, Barclays, Sanofi

JAN 2017 - FEB 2020 | LONDON, UK

### **Shelter UK - Leading housing and homelessness charity**

#### **Senior Service Designer**

- › Led a multidisciplinary team & worked alongside users, senior stakeholders and frontline staff during research, ideation, prototyping, piloting, implementation and monitoring of several products & services
- › Built solid relationships with senior management and facilitated strategic sessions within Shelter's Services reaching decisions now part of the long term strategy
- › Led alignment and co-creation workshops, personas creation, user journey & system mapping sessions
- › Increased efficiency of the emergency helpline service by 20%
- › Carried out qual and quant research to devise and launch Shelter's most visited website page
- › Teamed with the PO to manage Service and UX Design projects adopting Agile methods including backlog management, prioritization criteria, risks and dependencies assessment in a Scrum team

NOVEMBER 2015 - MAY 2016 | READING, UK

**GiveSmart - Fundraising technologies for non-profit organizations**  
**UX Designer [contract]**

JUNE 2015 - NOVEMBER 2015 | GOOGLE CAMPUS' TECHHUB, LONDON, UK

**Flairtech - New venture in the fashion-tech industry**  
**Service Designer**

JUL 2013 - JAN 2015 | MILAN, ITALY

**Eunova - Digital platform for hairstyles**  
**UX & communication designer**

## Education

2022 | BERLIN, REMOTE

### **d.MBA**

**Design MBA - Business education for designers**

2013 - 2016 | MILAN, ITALY

### **MSc in Product Service System Design** **Polytechnic University of Milan**

› Service design, Design Thinking methods, anthropology & ethnographic research, Business innovation

2010 - 2013 | MILAN, ITALY

### **BSc in Communication Design** **Polytechnic University of Milan**

› Branding, Editorial Design, Sociology, Web Design, Typography, 3D Modelling

## Key skills

- › Strategic Thinking
- › Understanding & Detailing E2E Experiences
- › Devising & facilitating Workshops
- › User Research - Qualitative & Quantitative
- › Service Vision & Principles Definition
- › UX & Interaction Design
- › Information Architecture & Design Systems
- › Operational Understanding
- › Brand Design & Strategy
- › Tech Understanding & familiar with front-end development : HTML, CSS & elements of JS
- › Pilot Design, Management & Assessments
- › Extensive experience with computer software : Currently Figma/FigJam, Miro, Notion

## Interests

- › Geeky about technology and obsessed with music
- › Background in fine dining including work experiences within Michelin Starred restaurants
- › Enjoy giving occasional talks about Service Design

## Languages

**Italian** Native proficiency

**English** Full working proficiency

**Spanish** Proficient