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.

Before joining frog, he established and led Service Design at Shelter, the largest British housing and homelessness charity, where he focused on improving the service for people in urgent need. He's passionate about complex problems, interested in human behaviour, and intrigued by anything striving for a purposeful future.

Work

MARCH 2020 - PRESENT | LONDON, UK

frog | part of Capgemini (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]

› Responsible for mobile app UX & UI, contributed to CRM platform re-design, proposed re-branding

Flairtech
New venture in the fashion-tech industry

Service Designer

› Led the project and Service & UX design activities as research, workshops, service-system mapping

JUL 2013 - JAN 2015 | MILAN, ITALY

Eunova
Harika - digital platform for the hairstyling industry

UX & communication designer

› UX & UI: iPhone & Android apps, clients' & hairdressers' web platforms

› Art direction: logos design, colour palette, texture, typography, visual communication

› Achievements & press coverage: iTunes Store's best new apps, The Huffington Post, VanityFair & more

Education

JUL 2013 - JULY 2016 | MILAN, ITALY

MSc in Product Service System Design
Polytechnic University of Milan

Modules included:
› Service design, Design Thinking methods, anthropology and ethnographic research, Business innovation

JAN 2010 - JAN 2013 | MILAN, ITALY

BSc in Communication Design
Polytechnic University of Milan

Modules included:
› Branding, Editorial Design, Sociology, Web Design, Typography, 3D Modelling
Additional Erasmus exchange program at UB University, Barcelona, Spain.

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

Spoken languages

Italian Native proficiency   **English** Full working proficiency   **Spanish** Proficient