

# Matteo Remondini

## Service designer

### Work

MARCH 2020 - PRESENT | LONDON, UK

#### **Idean UK** **Global design studio**

Service Designer

JAN 2017 - FEB 2020 | LONDON, UK

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

Senior Service Designer

- › Influenced Shelter to take on human centred design in both strategic and tactical decision making
- › Built solid relationships with senior management and facilitated strategic sessions within Shelter's Services reaching decisions now part of the long term strategy
- › Collaborated with users, senior stakeholders and frontline staff during research, ideation, prototyping, piloting, implementation and monitoring of several products & services
- › 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
- › Coordinated kick-off meetings, ideation workshops, user journey mapping sessions
- › Increased efficiency of the emergency helpline service by 20%
- › Led research and elaborated users' insights to devise and launch Shelter's most visited website page

NOVEMBER 2015 - MAY 2016 | READING, UK

#### **GiveSmart** **Fundraising technologies for non-profit organizations**

UX Designer [contract]

- › Proposed service upgrade and visual identity re-branding
- › Responsible for mobile application UX design, contributed to CRM platform UX design

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

#### **Flairtech** **New venture in the fashion-tech industry**

Service Designer

- › Responsible for service redesign + business model generation
- › Led qualitative research & workshops, service-system mapping, delivered UX design wireframes

SEP 2012 - MAY 2015 | MILAN, ITALY

#### **Sacrè** **Artisanal screenprinting studio and communication design agency**

Cofounder

- › Co-founded Italian studio in collaboration with a multidisciplinary team of designers

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, ioDonna, La Stampa, SMAU

## **Education**

JUL 2013 - JULY 2016 | MILAN, ITALY

## **MSc in Product Service System Design**

### **Polytechnic University of Milan**

Modules included:

- › Final synthesis project - with IDEO's Dario Buzzini and RCA's Jonathan Edelman
- › Service design - with Ezio Manzini and Anna Meroni
- › Business innovation - following Dario Verganti's "design driven innovation" methodology
- › Design Thinking methods and tools, anthropology and ethnographic research
- › Dissertation: "Understanding the role of PSS designers within Service Design agencies in London"

JAN 2010 - JAN 2013 | MILAN, ITALY

## **BSc in Communication Design**

### **Polytechnic University of Milan**

- › Including Erasmus exchange program at UB University, Barcelona, Spain.
- › Dissertation: "Designing a visual book" with former AIAP's director Mario Piazza

## **Tech competences**

Extensive experience with computer software

- › Currently Miro, Figma, Notion
- › Office 365, Leankit for project management

Familiar with front-end development

- › HTML and CSS
- › Currently experimenting with React JS

## **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