Prateek Chatterjee

prateekpc.ux@gmail.com - 508-471-0199 - Portfolio - LinkedIn - YouTube - Arlington, VA (*Willing to Relocate*)

I am a Senior UX Designer with 5+ years of experience helping clients across the federal gov., healthcare, telecom, automotive and consulting industries. Successfully led projects, delivering user-centered solutions by understanding user needs, utilizing design thinking principles, fostering collaboration & incorporating iterative feedback.

• Design thinking	• Design system	• Managing UX team
• Qualitative, quantitative res	• Stakeholder mgmt	• Wireframing, prototyping
• Visual, interaction design	• 508 compliance testing	• Usability testing
• Competitive analysis	• Affinity mapping	• User flows/personas/journeys
• A/B testing	• User interviews & surveys	• Accessibility testing

Professional Experience

Senior UX/UI Designer & Analytics – Inova Health System Inc. | Arlington, VA | *August 2023 - Present*

- To be continued…

Senior Product Designer - CGI Inc. | Arlington, VA | *March 2022 - June 2023*
Received an Award in 2023 | Celebrating CGI's Values: Partnership and Quality

- Led complex digital products applications through multiple lifecycle and complex stakeholder management.
- Managed CGI's relationship with Brightspeed Business , leading design sprints with VP and marketing team to enhance customer acquisition, reducing customer attrition through improved CX with the launch of new products.
- Helped Brightspeed launch their brand online by migrating & redesigning **150+ webpages from Lumen and CenturyLink** to the new Brightspeed experience, while also creating **15 new AEM** components to meet design needs.
- Organized a UX workshop with the client, which involved activities like affinity mapping, rose-thorn-buds, user personas/journeys, & competitive analysis to clarify goals and define immediate user and business needs.
- Led the migration of design system from Sketch to Figma, revamped guidelines, font system, color usage, buttons, and components across desktop, tablet, and mobile for consistency & reusability.
- Created mid to high-fidelity prototypes in rapid prototyping sessions to gather user feedback & drive iterative dev.
- Facilitated development meetings to comprehend coding limitations in Adobe Experience Manager (AEM) and provided feedback to streamline component development with time, resource, and development constraints.
- Leveraged Google analytics to track the performance of the product, which showcased a significant boost over **47% increase** in page views, coupled with a **45% increase** in unique pageviews, and a **whopping 70% drop** in bounce rate.
- Led a team of 4 product designers to design a VR experience where users can practice high stress social tasks to build skills and confidence. The initiative was to help CGI venture into XR industries.
- Designed infographics, logos, cover letters and brand elements for the State of Illinois, child welfare (DCFS) program.

UX/UI Designer - Softrams LLC. | Baltimore, MD | *March 2019 - April 2022*

- Led a team of 2 researchers & designers to design ACO Management System Medicare Shared Savings Program, a healthcare product under the Center of Medicare & Medicaid services (CMS), a federal agency. Designed new modules in the existing system & collaborated with CMS stakeholders to establish product vision and MVP features.
- Re-designed existing modules with UX research methods, also advocated for clear UX writing and 508 compliance testing (accessibility) using wave/web-aim tools. According to the performance results of 2019, ACO-MS had a record year with users saving **$1. 2 billion in Medicare** as compared to **$739 million** in 2018.
- According to performance results of 2022, there was a significant user growth, with 66 new enrollments & 140 renewals. Over **11 million beneficiaries** received care, reflecting a **3% growth of 324k** compared to previous year.
- Conducted UX research & design for a business contract proposal, which resulted in a $37 million program.
- Leveraged design thinking & led the research and design of a healthcare SaaS app (Hdrive) for file sharing and storing. This workflow involved affinity mapping, rose-thorn-buds, user personas/journeys, competitive analysis, user interviews & low to high fidelity prototypes to define and validate user & business needs.

Front-end Developer & UX/UI - CarmaGuys LLC. | *Worcester, MA* | June 2018 - *Dec 2018*

- Redesigned and developed an appointment & scheduling app for car service and repair startup using Angular, Bootstrap, HTML, CSS, and JavaScript.
- Conducted stakeholder interviews and user research sessions through whiteboard wire framing.
- Designed low-fi prototypes as part of the ideation process and participated in iterative feedback to polish the experience.
- Created hi-fidelity prototypes using Adobe XD and assisted the QA testers with implementing the application.

IT Lab Administrator – Worcester Polytechnic Institute | Worcester, MA | *January 2017 - March 2018*

- Provided technical support assistance to faculty, staff, and students.
- Installed, configured, and maintained software applications used by the department.

- Managed and maintained computer hardware, including desktops, laptops, printers, and peripherals.
- Managed network switches, routers, firewalls, and wireless access points.
- Ensured network security, performance, and availability.
- Managed and maintained servers, including installation, configuration, and troubleshooting of operating systems and server software.
- Managing user accounts, access controls, and permissions.
- Organized and oversaw the network of LAN gaming events, ensuring seamless gameplay by managing and resolving network and hardware issues to eliminate any latency.

Education

Worcester Polytechnic Institute, Worcester, MA
Interactive Media and Game Development, Master of Science, 2016 – 2018

- View Master's Thesis - Designed and implemented a car driving simulator to teach driving rules and regulations, incorporating user research, A/B testing, and usability tests to enhance effectiveness and user experience.

University of Mumbai, India
Computer Engineering, Bachelor of Science, 2011 - 2015

Tools

Design
Figma, Sketch, Adobe XD, InVision, Balsamiq, Adobe Photoshop, Illustrator, Mural, Miro, Optimal Workshop, Google Docs, Miro, SharePoint

Business
Jira, Confluence, SQL, MS Excel, Salesforce, Power BI, Web analytics (Google Analytics), Pendo, Lucidcharts

Development
HTML, CSS, Bootstrap, jQuery, JavaScript, C#, NodeJS

Other
Premiere Pro, Maya 3D, Unity Engine, Unreal Engine, VR & Game design

Certifications

- Certified SAFe® 6 Product owner/ Product manager (POPM) certificate
- Certified SAFe® 5 Practitioner certificate
- User experience and interaction for AR/VR/MR/XR – Certificate authorized by University of Michigan
- Foundation of user experience (UX) Design – Google UX design certificate
- Conduct UX research and test early subjects – Google UX design certificate
- Start the UX design process: Empathize, define, ideate – Google UX design certificate
- Build wireframes and low-fidelity prototypes – Google UX design certificate
- Build Dashboards in Power BI By Coursera

YouTube channel

- Founded and managed a successful Youtube channel focused on comic characters, demonstrating a strong understanding of the target user's needs and interests.
- Utilized qualitative and quantitative research findings to create captivating content that resonated with viewers, resulting in approximately 3.5 million views and 8 thousand subscribers within just 6 months.
- Conducted comprehensive user research, competitive analysis, and utilized Google analytics to gain insights into audience behavior and optimize content strategy.