Suhani Sharma
UX Design, Service Design, Design Research, Strategy
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PROFESSIONAL SUMMARY

Industrial Design graduate with a strong foundation in service design, user experience, and human-centered research. Adept at mapping service ecosystems, conducting rigorous research, and advocating for user needs throughout the design process. Passionate about creating seamless, functional, and emotionally resonant experiences across multiple touchpoints. Proficient in leveraging visual frameworks to drive clarity and decision-making in complex service design challenges. Committed to fostering collaboration among diverse stakeholders and promoting alignment in fast-paced environments.

EXPERIENCE

ISRO-HSFC, Bangalore | Design Research Intern
Feb 2024 – Jun 2024
- Identified user needs and pain points by conducting in-depth research for designing a disposable microgravity diaper for astronauts.
- Mapped the ecosystem, journey maps and behavioural map, considering the end-to-end experience of astronauts and proposed system level solutions.
- Created visual frameworks, such as journey maps and behavioural mapping, to clarify complex challenges in user behaviors and workflows.

Samsung PRISM, Bangalore | Product Design Intern, UI-UX
Oct 2023 – Dec 2023
- Designed and prototyped 9 new features for the Samsung SmartThings app, by identifing user needs and use case scenario building tools.
- Conducted qualitative and quantitative research, including usability testing and interviews, to inform product iterations and improve user satisfaction.

Chintan, Environment Research and Action Group, NCR | Industrial Designer
Apr 2023 – Oct 2023
- Applied systems thinking to design toxin-free, sustainable toys for pets, considering the entire lifecycle and ecosystem of the product.
- Facilitated workshops with local communities to co-create sustainable manufacturing processes and align stakeholders with the project's goals.

SKILLS

- Research & Analysis: Qualitative & Quantitative Research, Usability Testing, Contextual Inquiry, A/B Testing, Service Design Research
- Design & Prototyping: Service Ecosystem Mapping, Journey Mapping, Service Blueprints, Visual Storytelling, Digital/Physical Prototyping, Co-Creation Workshops
- Technical Skills: Figma, Adobe Creative Suite, Google suite, Microsoft excel, Research Survey Tools, Rhinoceros 7 + Grasshopper, Autodesk Fusion
- Collaboration & Communication: Stakeholder Alignment, Workshop Facilitation, Presentation Design, Storytelling, Active Listening, Empathy, adaptablitity
- Languages: English (proficient), Hindi (proficient)

EDUCATION

National Institute of Design, AP
Bachelor of Design, Industrial Design (2020-2024)
Member, Student Activity Council (2022)

ADDITIONAL QUALIFICATIONS

- Experience collaborating in multi-disciplinary teams across different organizational environments (start-up, corporate, agency).
- A keen interest in behavioral science and an understanding of the underlying reasons behind user behaviors and interactions.
- Curiosity-driven, always seeking to learn and grow service design skills on the job.