

Dhaivat Suthar

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User Experience Designer

Deriving clarity from chaos for creative problem solving is what excites me the most. Another part of me is an avid photographer, loving to capture the streets, skies and babies.

Work Summary

12+ years of Global experience (UK, Middle East & Asia) as User Experience and Product Designer.

Delivered several award-winning projects and end-to-end UX engagements for numerous business situations and industries. Contributed individually, led design teams and consulted business groups to solve problems across varied platforms and channels.

Presently my responsibilities range from interpreting brand needs through research and analysis, defining creative directions through workshops with clients and all stakeholders, producing relevant artefacts and reviewing the teams' work, ensuring delivery of all stories and eventually guiding and supporting the development team.

Clientele

Barclays, Marriott, Qatar Government, Société Générale, Hellenic Bank, Association of American Medical Colleges, Standard Chartered, HSBC, Morgan Stanley, Tata Motors, Ashok Leyland, Phillips Health Care, AIG, Jumeirah holdings

Skills

- Design Thinking
- User and Business research
- Design Strategy and Planning
- Personas and Journey Mapping
- Information Architecture
- Ideation and Prototyping
- Sketching
- Wire framing
- Visual Design
- Interaction Design
- Responsive Web Design
- Usability Analysis and Testing

Education

- Master in Design - Industrial Design
Center for Product Design and Manufacturing,
IISc Bangalore, India
- Bachelor of Engineering - Mechanical Engineering,
Pune University, India

Tools

- **UX Design** - XD, Sketch, Figma, Invision, Axure, Photoshop, Illustrator
- **Collaboration** - Mural, Miro, Jira
- **Product Design** - Solidworks

LTIMindtree, London, UK (2020 to Till Date)

Association of American Medical Colleges / Principle UXD Consultant

Leading a design team for AAMC's Modernisation Drive - An Umbrella program for revamping portfolio of legacy applications focused on,

- Redesign of Data management & reporting apps of medical students, faculty and programs.
- Enhancing global component library by adding components, templates and pages to drive consistency across AAMC applications.

Qatar Government - Hukoomi Portal Redesign / Lead UXD Consultant

In multi-vendor engagement, Mindtree was responsible for the design discovery phase.

I worked closely with stakeholders of different govt agencies for design requirement gathering, refining personas, IAs, defining journeys and recommending design directions for the following definition and elaboration phase.

Marriott - Meeting Services Application / Senior UXD Consultant

Worked with Marriott stakeholders to enhance the critical flows for the MSA application to increase adoption. Redesigned the application with dashboards for event managers to check the billing details, flags and violations and pending approvals and actions.

Pre-Sales / UX SME

Formulated design strategies and solutions right from creative point of views to planning for various proposal responses in different domains.

Capgemini Technology Services (2015 to 2020)

Barclays Chief Security Office / London, UK / Senior Product Designer

Led a UX design team for strategising, designing and delivering various in-house security solutions & products (including enterprise and employee).

Also, worked as a UX lead for in multi-faceted digital transformation engagement to improve the security posture by building an intelligent and state-of-the-art security system to protect it from threats through live streaming of data and information.

Barclays Partner Finance / London, UK / UXD SME

Worked as UX SME in CG Consulting group which assisted BPF to craft a blueprint for their future digital transformation.

I conducted design workshops with the stakeholders and did observational research to perform due diligence. Designed personas, identified potential scenarios and created multiple onboarding, purchase, financing & self-servicing journeys along with POC with aim of enhanced financing & self-servicing experience for end customers.

Société Générale (SGBL)- Retail Banking Platform / Beirut, Lebanon/ UXD Lead

Led an offshore design team from client location for designing and delivering an omnichannel retail banking platform.