



## Samrat Mondal

Lead - UX UI Design Consultant



Member of **Interaction Design Foundation**

### Contact

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### Portfolio \*

Website [www.pootus.in/myProfile.html](http://www.pootus.in/myProfile.html)

### Socials

LinkedIn [samarat-mondal-311](https://www.linkedin.com/in/samarat-mondal-311)

### Languages

English Professional working

Hindi Native

Bengali Native

### Hobbies & Interests

Travelling Biking Painting

Nature & Wildlife Photography Reading Books Ornithology

Website [www.pootus.in](http://www.pootus.in)

Passport Number V1757151 (Validity Till August, 2031)

\* The design portfolio is password protected because for data security reasons. The password to view my design portfolio and professional references will be shared based on request, please contact me for the same.

### Executive Summary

An experience design consultant with 20 years of cross-cultural industry experience in end-to-end design management in India, USA and other geographic locations. I am a passionate user interface and user experience designer, interested in designing high impact user-centric products, have good experiences into people and project management as well as into business development in many domains from several customer locations.

• 12 years of hands-on knowledge on user experience designs and customer experience design. versatile involvement in UI design contribute to various value addition and identifying for further opportunities in B2B, B2C, CX, Enterprise Application Design, Product Design and Product Management as well as mapping business requirements to design solution which is best in class, scale-able and quickly deployable.

• Having good knowledge on responsive HTML prototype development, CSS, Bootstrap coding, user experience and accessibility best practices, recent design standards on intranet and internet-based applications.

• 10 years of experience in design management, team-building, people management, product design management, customer relationship management, business development activities by applying design thinking to gain user insights, create engaging product experiences, deliver business value and differentiate in the marketplace. Managing professionals' team at onshore-offshore model, engaged at day-to-day workflow of professional subordinates including handling team, review and monitoring, escalation, conflict resolution.

• Actively involved into UX engagement generation strategy, account planning, recruitment, onboarding-off boarding resources, utilization management, business expansion.

• Good knowledge on Waterfall and Agile methodologies, using Jira and Confluence tools.

• Driving the Innovation Ideas in the team and ensure team members are able to come up with tangible innovations which can be presented as value-adds, best practices.

### Experience

- Feb 2006 - Present • Bengaluru  
Sr. Manager - Design Practice  
Cognizant Technology Solutions
- Genisys Software  
Jun 2004 - Feb 2006
- Edutech Dimensions Pvt. Ltd  
Apr 2004 - May 2004
- Kirloskra Dimensions  
Dec 2003 - Mar 2004
- Metalearn Services Pvt. Ltd  
Jun 2003 - Nov 2003
- Synova Innovative Tech. Pvt. Ltd  
Nov 2001 - May 2003

### Professional Skills

- User Experience (UX) Design
- Customer Experience (CX) Strategy
- User Interface (UI) Design
- User Research
- Product Management
- Accessibility
- Information Architecture Design
- Prototyping
- Design System
- Product and Service Design Management
- People Management
- Customer Relationship Management

### Domains

Healthcare  
Retail  
Insurance  
Technology  
Information Media & Entertainment  
Banking & Finance Services  
Travel & Hospitality

### Major Clients

US Bank | Hiscox | Walmart | Applied Materials | Kaiser Permanente | Xerox | Lexis Nexis | National Life Group | Citi Corporation (Ireland) | CareFirst | Aglient Technology | ICICI Lombard | Delta Airways | Nestle | PepsiCo | Ford Motors

### Education

Bachelor's degree in Computer Science  
Bangalore University, India

### Certification/Training

ISB Executive Education **Executive certification on PRODUCT MANAGEMENT from, ISB (2023)**

INTERACTION DESIGN FOUNDATION **Certification on AI for Designer, IxDF (2024)**

SAFe Agile Scrum master (2018)

Miro essentials, Client Collaboration (2023)

Accessibility Section-508

Diploma in Advance Computer and Arts (DACA) from C-DAC India

Diploma in Multimedia Design, ARENA

Pursuit technical certifications on UX MANAGEMENT and USER RESEARCH from, IxDF

### Technical Skills

Figma 9/10 Adobe XD 9/10

PowerBI 6/10 Sketch 8/10

Photoshop 9/10 Axure Pro 7/10

Illustrator 9/10 Dreamweaver 7/10

HTML 7/10 Bootstrap 6/10



## Recent job roles and responsibilities

**25%** People management and project engagement management

**25%** Customer interaction, business development and business support activities

**50%** Engaged in allocated project (Product design management)

Project: **US Bank**

Role: **Lead UX Architect** | Duration: **Dec, 2022 - Till date**

As a lead UX architect strategically managing the end-to-end design process of ideating, developing, and refining products that meet specific market needs and solve user problems. Currently, I am re-designing “My Profile” and “User authentication” sections for US Bank Retail and Small business customers in a data driven user-centered approach. Nearly 18+ million customers are globally using the US Banking system. Using agile methodology and by following the product design roadmap, my job is to optimize the user experience as per recent design trends that US Bank makes for banking customers—and help their brands by making products sustainable for longer-term business needs. Leading a team of six design consultants at onshore-offshore locations, collaborating with cross-geographic teams, POs, PMs and other stakeholders to understand various user personas, analyzing customer behaviors, users need, scenarios, use cases later working closely with researchers, accessibility consultants, technical team, content experts and providing designing solutions considering customer's branding and user experience best practices.

We are constantly improving and tracking product success performance over time on the features like,

- Add – edit - validate domestic and international phone numbers for retail and business customers,
- Add – edit - validate primary, secondary email ids,
- Add-edit workflows on work and secondary phone numbers,
- Add- edit workflows on primary and mailing addresses for various types of accounts,
- Shared and joint account holders access,
- Add and edit functionalities for “Safe at Home” customers,
- Payment gateways access,
- Validating international and military addresses for retail customers,
- Account access control, show-hide-access sensitive data based on user authentication, etc.
- Introducing Pronoun, first time for the retail customers.