Rajeev Savanth

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SUMMARY

Accomplished Principal Product Designer professional with 14 years of experience, currently leading Verizon's Home Internet Digital Sales channel at YUJ Designs. Expertise in crafting user-centric design solutions, conducting user research, and optimizing customer experiences through data-driven insights. Skilled in prototyping, wireframing, and cross-functional collaboration, seeking to leverage extensive UX design expertise in a Principal Product Design role and managing a team of 8 at YUJ Designs.

WORK EXPERIENCE

YUJ Designs   Bengaluru, Karnataka
Principal Product Design   Sep 2023 - Present

- Lead the design and execution of digital sales projects for Verizon's Home Internet channel, focusing on user-centric principles to enhance customer acquisition and retention.
- Collaborate with cross-functional teams to align design solutions with business objectives, using user research, usability testing, and data analysis to optimize design decisions.
- Mentor junior designers and create detailed design documentation, including wireframes and prototypes, to communicate and implement innovative design concepts.

Algonomy   Bengaluru, India
Senior User Experience Designer   Feb 2022 - Jun 2023

- Led the redesign of Find (Search) and Discover modules, conducting comprehensive user research and testing to inform the creation of wireframes, prototypes, and user interfaces for e-commerce platforms.
- Collaborated with cross-functional teams, including user interface designers and web developers, to translate complex information architecture and user flows into intuitive and user-friendly solutions.
- Enhanced the user experience by implementing responsive and accessible design practices, ensuring seamless navigation and checkout processes, and leveraging personalization to increase user engagement.
- Provided expert guidance on UX research methodologies and continuously improved design solutions based on user feedback and performance metrics.

Honeywell Technology Solutions   Bengaluru, India
Advanced User Experience Designer   Sep 2011 - Feb 2022

- Conducted Voice of Customer research across multiple global locations to identify key pain points and opportunities.
- Standardized surveys across departments, achieving time and cost savings and enhancing customer experience.
- Led UX design for over 20 HR related projects, contributing to increased speed, usability, productivity, and cost efficiency.

- Provided design guidance and deliverables for various projects, ensuring alignment with user experience goals and system usability scores (SUS).
- Facilitated UX training sessions and research activities, supporting departments in prioritizing revenue-impacting initiatives through user experience metrics.

HR Operations Lead   Sep 2009 - Sep 2011

- Developed and implemented creative solutions to complex HR challenges, enhancing team efficiency and collaboration.
- Established business metrics to improve reporting and analytics, driving continuous improvement in HR processes.
- Led the transition from Siebel CRM to Salesforce.com using AGILE methodology, including managing UAT testing for the CRM tool.

Accenture   Bengaluru, India
Customer Service Representative   Jul 2008 - Jul 2009

- Managed escalated technical support calls for Thomas Cook, effectively resolving disputes to maintain high customer satisfaction and consistently exceeding performance metrics.
- Conducted training sessions for new hires and participated in cross-functional teams to enhance customer service strategies and overall satisfaction.

America Online Member Services India Private Ltd.   Bengaluru, India
Champion Customer Care Consultant   Apr 2004 - Jun 2008

- Utilized extensive product knowledge to provide first-contact resolution, consistently exceeding performance targets while maintaining exceptional customer service quality.
- Managed high-pressure situations professionally and upheld strong client rapport, even during peak periods with increased call volumes.
- Collaborated with cross-functional teams to identify and implement improvements in customer service processes, reducing inconsistencies and training team members on best practices.

EDUCATION

University Of Texas At Austin   Sep 2024
Post Graduate, User Experience

National Institute of Management   Mumbai
BBA, Business Administration   Jun 2008

National Institute of Management   Mumbai
Diploma, Business Administration   Oct 2006

PES College of Technology   Bengaluru
Diploma, Mechanical Engineering   Jun 2002

CERTIFICATIONS

Six Sigma   Jun 2010
How to carry out a usability expert review   Nov 2015
User Experience Design Fundamentals   Nov 2017
Heuristic review   Mar 2018
UX Foundations: Research   Mar 2023

UX Foundations: Accessibility	Mar 2023
Designing with the WCAG 2.2 Guidelines	Mar 2023
Designing Accessible Components In Figma	Mar 2023

SKILLS

Developing Personas • Expert Researcher - Voice of Customer and Observational • Leadership • Expert in Conducting Usability Testing and Heuristic Reviews • Communication and Implementation of Designs • Experience in Both Agile and Waterfall Methodologies • Experience in Communicating Change Management • Experience with User Experience Guideline Like Interaction Principles, Notification Guidelines Expert in Prototyping / Wireframing on Sketch and Figma • Experience With Visual and Interaction Design