

Suman Mandal

UX/UI Designer | 11+ years | sumanmandal14@gmail.com | +91-9433381034 | [Portfolio](#) | [Linkedin](#) | [Behance](#)

Experience

Genpact, Bangalore

Assistant Manager | Dec 2022 - Present

- **Role:** Lead the entire design process, from user research through prototyping and testing.
- **Responsibilities:** I work as an Individual Contributor, and also help in providing guidance, feedback, and support to my team; deliver presentations and communicate effectively with clients; provide AI-based solutions in designs, and conduct user research to understand user needs and pain points deeply. Collaborated and communicated effectively with cross-functional teams to develop the final solution.
- Organized and led design sessions to stay ahead of market trends and evolving demands.
- I have worked on multiple RFPs, delivering user-centric solutions within tight deadlines, and successfully converting two RFPs into projects. I have a deep understanding of how design systems work.
- I also apply my accessibility skills to ensure my designs are inclusive and accessible to everyone.
- **Domains:** Healthcare and Data Analytics
- **Impact:** Designed an HR Dashboard on Power BI (B2B product) that tracked employee attrition, engagement, and reasons for departure. This dashboard provided senior leadership with real-time insights, contributing to a 15% reduction in attrition. Received client recognition and an award for the dashboard's success.

Cognizant, Bangalore

Associate | Jul 2021 - Nov 2022

- **Role:** Lead end-to-end design process from user research to prototyping and testing.
- **Responsibilities:** Functioned as an individual contributor, delivering presentations, communicating with clients, and gathering insights to understand user needs and pain points.
- As a team leader, I monitored other designers' progress and supported overcoming challenges.
- Organized and participated in design sessions to stay informed about market trends and evolving demands.
- Managed multiple RFPs, including providing estimates, crafting solutions, and tracking their progress and conversion.
- I also apply my accessibility skills to ensure my designs are inclusive and accessible to everyone.
- **Domains:** Healthcare and Data Analytics.
- **Impact:** Redesigned a 20-year-old legacy Data Analytics B2B tool to enhance user experience and user interface and revamped the process, flow, and information architecture, resulting in positive customer feedback and a 20% improvement in ROI. The redesign also reduced training costs by nearly \$5,000 annually. Received high praise from the client for delivering an effective solution on time.

Infosys, Bangalore

Senior Associate Consultant | Jul 2019 - Jul 2021

- **Role:** Lead end-to-end design process from user research to prototyping and testing.
- **Responsibilities:** Served as both an individual contributor and Team Lead, overseeing a design team while giving presentations, liaising with clients, and gathering insights to understand user needs and pain points.
- As a team leader, I tracked the progress of designers and provided support in overcoming challenges.
- Organized and participated in design sessions and monthly design challenges to stay current with market trends and evolving demands.
- Managed client visits and contributed to the onboarding process for new design team members.
- Played a key role in the RFP process by providing estimates, developing solutions, and tracking RFP conversions and updates.
- I also apply my accessibility skills to ensure my designs are inclusive and accessible to everyone.
- **Domains:** Healthcare, Retail, Technology, and Telecommunications
- **Impact:** Designed templates and processes for an Online Marketing tool (B2B), which led to a 10% increase in sales and a significant growth in subscribers.
- Developed an OmniChannel Retail Tool, creating a website to track sales across both online and offline stores, replacing a manual, error-prone process that relied on spreadsheets. The solution connected all stakeholders, reduced

communication errors, and improved sales by 20%, with a 40% increase during festive seasons.

Wipro, Bangalore

Senior Project Engineer | Jun 2015 - Jun 2019

- **Role:** Lead end-to-end design process from user research to prototyping and testing.
- **Responsibilities:** Acted as an individual contributor, engaging directly with clients to gather insights on user needs and pain points.
- Served as an Accessibility Subject Matter Expert, identifying and resolving accessibility issues as per WCAG 2.1 guidelines.
- **Domains:** Healthcare, Banking.

Skills

Design

- **UX Research:** User Interviews, User Testing, User Personas, Empathy Mapping, Heuristic Evaluation, Competitive Analysis, A/B Testing, User Journey Mapping, Information Architecture, Heuristic Evaluation, Design Strategy
- **UX Design:** Interaction Design, Visual Design, Accessibility, Design Systems, Wireframing, Prototyping, Usability Testing, Responsive Design
- **Visual Design:** Branding, Typography, Iconography, Color Theory

Software Proficiency

- **Design Tools:** Figma, Adobe Creative Suite, Sketch, Framer, Spline, Zeplin, Miro
- **Data & Analytics Tools:** Power BI, Radar
- **Project Management:** JIRA (Agile Methodology)
- **Accessibility Tools & Guidelines:** Voiceover, WCAG 2.1 Guidelines, ADA Standards

Platforms

Power BI, iOS, Android, Tablet, SharePoint, Microsoft Apps, Keynote

Other Skills

Communication, Problem-solving, Teamwork, Individual Contributor, Human-Centred Approach, Proactive, Quick Learner, Time-Management, Empathy, Data-driven design

Education

Caltech University

Caltech UI/UX Bootcamp (PG Program)
Nov 2024 - Nov 2025

Amity University, Lucknow

B.Tech (IT) | Aug 2011 - Aug 2015
CGPA: 8.46

Certifications

Google UX Design Professional Certificate

Coursera | In Progress

Strategic Design Program

Rhode Island School of Design x Infosys | Aug 2019 - Sep 2019

Awards

Spot Award

Genpact | Dec 2023
Accomplishment: HR Dashboard

Honorable Mention

International Creative Writing Competition, Japan & UNESCO

Interests

Storytelling, Traveling, Solving Puzzles,
Creating Digital Art, Writing Poetry