SAKSHAM PANDA
Service Designer

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> A perpetual learner, using design, research, and strategy to find answers to Why design? What to design? How to design?

Experience

Service Designer- BT Group (British Telecom)
May 2022- Present

As a part of BT Global service design team, I've contributed to-
- Designing end-to-end experiences demonstrating senior stakeholder management in all aspects of solution delivery.
- Fostering a collaborative approach to framing problems, engagement, and solutions with product owners, business analysts, and SMEs.
- Planning and leading design sprints to help agile teams build, iterate and deliver with experience-led features.

Service Designer- KONE India
June 2021- May 2022

As part of KONE India design team and Global service design team, I've contributed to-
- Built and tested a proof-of-concept for leveraging people-flow data to manage the building performance better.
- Defined end-to-end experience journeys for 24/7 maintenance services to improve front-line employee and customer experience.

Project Associate- Indian Institute of Technology, Roorkee
August 2020- February 2021

As a service designer for the campus accessibility and Inclusion of diversity project, I've worked on-
- Designed disability support services model to be implemented in phases at the institute.
- Accessibility evaluation toolkit for information, infrastructure, and services provided by the institute. Visual identity, web portal prototype, and registration procedure with forms.

Achievements

- Published the complex visualization giga map at the international systems thinking symposium RSD9 along with my peers and professor.
- Presented and published a research paper at ServDes 2023 titled- "Service design for inclusion and accessibility in higher education".
- Co-facilitated and conducted a workshop at ServDes 2023 in Rio de Janeiro, Brazil.

Education

Master of Design
Lifestyle Accessory Design
2018-2021
National Institute of Design, Gandhinagar

Bachelor of Engineering
Civil Engineering
2013-2017
Vikram University, Ujjain MP

Skills

User research
Workshop facilitation
Service blueprint/prototyping
Research artefacts/reports
Stakeholder management
Journey map management
Documentation

Tools

Figma
Confluence & Jira
Adobe Indesign
Adobe Illustrator
Adobe XD
Mural & Miro

Volunteer

ADPList Mentor
Service Design for Society
National Service Scheme