

mugdha patil

. User Researcher .

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Education

- ▶ **M.Des Design Innovation & Citizenship** 2019 - 2020
(Distinction, @Glasgow School of Art)
- ▶ **B.Des in Furniture & Interior Design** 2014 - 2019
@National Institute of Design, India
- ▶ **International Exchange 2016**
@Georgia Southern University, USA
(Anthropology, Psychology, Interior Design)
- ▶ **Sri Lanka Design Code, Colombo,**
(Design Code 2017, Exhibition Design)

Skills

- ▶ **RESEARCH**
Mix-method user research
Qualitative, Quantitative research & analysis
Mapping, articulating insights
Participatory Research + Co-design
Strategic design + Research
- ▶ **DESIGN**
Rapid prototyping
Illustration + UI/UX Design
Mock Wireframes/ Digital design
Systems & Critical design thinking
- ▶ **SOFTWARE**
Adobe Illustrator, InDesign,
Photoshop, Google Suite, Miro,
InVision, Figma, MS Office Suite.
- ▶ **SOFT SKILLS**
Communication & Presentation
Facilitating & moderating sessions
Ability to practice ethical, Inclusive
research

I'm an agile User Researcher with the capacity to work in multidisciplinary teams to create design outputs that combine design with holistic thinking. I believe in making organisational change through people-led actions & services that promote transformation by applying research that focuses on people and the ecosystems which they occupy.

Experience

- ▶ **ASSOCIATE DESIGN RESEARCHER @QUICKSAND DESIGN STUDIO**
(Speculative thinking, Service design, User research. etc)
In my capacity as an Associate at Quicksand Design Studio, I am working on multiple projects across portfolios in the roles of service designer, researcher and project manager.

Designing for Feminist Humanitarian Futures
In this project, we are seeking to design a theory of change for feminist, place-based responses to crisis and forced displacement by using speculative design tools in a process of co-design.

Designing for Organisational Collaboration
I am currently working on creating user journey maps and proposing service design solutions to foster organic knowledge sharing and collaboration between multiple departments and country missions of a multinational development bank.
- ▶ **THE DESIGN OF DISSENT** (Masters' Project, May- Aug'20)
(Participatory design, Digital ethnography, etc)
In this Distinction winning project I explored themes of citizenship, belonging and decolonizing narratives around Dissent by combining public pedagogy and speculative design to create a co-curated and co-created space co-designed by over a dozen participants.
- ▶ **Other experience + Voluntary roles**
- ▶ **WINTER CONFERENCE (NORD PROJECTS + GOOGLE)**
(Speculative design, multi-disciplinary team, digital futures)
As part of this award-winning team, I designed artefacts for speculative environmental futures. The product was presented to Google Labs and Nord, London and used UI/UX design and observational ethnography.
- ▶ **SERVICE DESIGN CHALLENGE - INVISIBLE WOMEN (PHILIPS)**
(Service/Product design, User journeys, Personas, Jan-Jun'20)
As European finalists, we used qualitative & quantitative tools along with citizen science to gather research data & deliver service design solutions to bridge the sex-specific gap in heart health data that results in more female deaths every year.