RAUNAK MAHTANI

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CAREER SUMMARY

I am a researcher, designer and engineer with experiences across User Experience (UX), Service Design and Industrial Design in various domains including healthcare, e-commerce and consulting. I strive to stay curious and make an impact!

SELECTED WORK EXPERIENCE

**Health Centered Design Lab at NC State University**

Graduate Research Assistant **Aug 2020 - Present**

* Research and design for Postnatal Patient Safety Learning Lab funded by AHRQ
* Interview key stakeholders and facilitate participatory workshops
* Conduct qualitative and quantitative data analysis
* Create data visualizations, journey maps and animations
* Prototype user experience and service concepts
* Develop Python scripts for automated data management and consolidation
* Plan and design research studies
* Coordinate team involvement and timelines
* *Projects: Patient education text messaging service; video animations and digital stories*

**IQVIA**

UX Research & Design Intern **May 2022 – Aug 2022**

* Studied speculative emotional experience of patients using an emerging technology platform
* Developed user testing and prototyping strategy for forthcoming projects using emerging technology

**YourMechanic**

UX Designer (contract) **Apr 2020 – Jul 2020**

* Designed and prototyped UX flows for multiple web and mobile products
* Designed and evaluated foundational UX and information hierarchy for 4.8 star rated app
* Planned and conducted usability testing and user interviews
* Translated web analytics insights into product improvement strategies
* *Projects: Mobile consumer app; mobile mechanic app; web-app booking flow*

**Center for Advanced Hindsight**

Research Assistant **Mar 2019 – May 2019**

* Designed and prototyped products aimed to motivate families for healthcare savings
* Translated behavioral economics insights and theories into design strategies
* Conducted user testing studies
* Collaborated with graphic designers, behavioral psychologists and field team
* *Projects: Health savings calendar*

EDUCATION

**North Carolina State University**

Ph.D. in Design **Aug 2020 - Present**

**North Carolina State University**

Master of Industrial Design **May 2019**

**University of Pune**

Bachelor of Mechanical Engineering **July 2015**

SKILLS

* Software: PowerBI, SPSS, Nvivo, Qualtrics, Google Analytics, Figma, Sketch, Adobe Creative Suite, Python
* Design Research: Qualitative & quantitative research, Systems thinking, Facilitation, Ideation, Data visualization