Amolsingh Rajput London

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UX manager and experienced UX design lead with 16+ year's experience working across Retail, Financial Services and Public Sector. Experienced working at organisations at scale and with growth stage companies. 4+ year's experience managing a design team of 6. Experienced in delivering user centred UX for web or mobile, expertise in accessibility, developing roadmaps and shipping products that deliver an impact.

Key achievements
- Digital Warrior of the Year Award (Top 5% of designers) - 2021 *(Cognizant)*
- Cognizant Dynamo Quarterly Award – 2016 *(Cognizant)*
- Summit Award - 2012 *(Mphasis)*

Employment History

Cognizant (London)
2014 - Present (8 years, 6 months)
Cognizant is a global consultancy with over 340,000 employees worldwide
- Managed a 6-member cross functional (research, interaction, visual and UI development) representing clients in the UK, US, Middle East, and India
- Closed sales pitches worth £12m in revenue and defined solutions for clients generating £5m+ in annual revenue

User Experience, Senior Manager - 2021 - Present (1 year, 6 months)
Gov.uk (London)
- Optimised service, **resulting in a 30% usage increase** after an end-to-end redesign
- Designed and implemented a transformation project worth **£50m in revenue**
- Directed user research and UX efforts for the Gov.uk Valuation office agency
- Facilitated immersive user research and government design principles (GDS) with business and service teams

User Experience, Manager - 2014 - 2021 (6 years 6 months)
FCA - Financial Conduct Authority (London)
- Spearheaded redesign of a fully inclusive electronic invoicing system used by 70,000 firms**, resulting in a 20% reduction in call centre calls**
- **Led a mixed team of 5** to design, prototype, and develop new products
- Delivered **30+ new features** and provided inclusive solutions to **250+ accessibility-related bugs** for a public register
- Prioritised accessibility issues adhering to **WCAG 2.1 Level A & Level AA** and introduced a design and accessibility roadmap for the future

HMRC (London)
- **Co-ordinated a team 5**, identifying and evaluating requirements, designing UX journeys, and visual design for a document management system
- Conducted **4 design thinking workshops** and **8 user interviews** to validate UX
- Identified gaps in the application process through review and research synthesis

Kantar Media (London)
- Revamped native iOS app for customers who have media monitoring subscriptions

American Express (London)
- Shipped an integrated OCR experience into the AMEX Card Application process for prospective customers in Japan

DTCC (Jersey City, New Jersey)
User Experience Designer - 2013 to 2014 (1 year)
Authored, planned and executed the user experience design for the enterprise risk management Application for 50 risk managers and advisers.

Mphasis (Wilmington, Delaware)
Customer Experience Lead Consultant - 2008 to 2013 (5 years, 2 months)

JPMorgan Chase
- Led UX team of 3 for customer-facing products in personal and business banking space

Mphasis (Mumbai)
UX Developer - 2005 to 2008 (2 years, 3 months)

- Received the monthly Spot Award(2006) among 10%of employees for successfully design and implementing chase.com prototype in a cross-functional team of 8 people

Boch & Fernsh Inc. (Mumbai)
Web Developer - 2004 to 2005 (1 year, 11 months)

Skill Set
UX Leadership, Inclusive Design, Design Strategy, Accessibility, Service Design, Sitemaps, Wireframes, Interactive Prototypes, User Research, Usability Testing, A/B Testing, Personas, Use Cases, User Stories, Competitive Analysis, Heuristic Evaluation, Card Sorting, Interaction Design, Information Architecture, Mobile User Experience

Certifications
- Agile Meets Design Thinking
- Accessibility and Inclusive Design
- Web Accessibility testing
- Course for Human-Centred Design
- An Introduction to Accessibility and Inclusive Design

Education
Bachelor of Science, Physics

Languages
English, Hindi, Marathi