



# Teena Jose

## User Experience Designer

teenajose19@gmail.com +91 6282412702 www.studio-mute.co

### SUMMARY

Curious - Self-driven - Persistent

Over a decade of experience in user-centered design, I am passionate and experienced in tackling complex systems. Adept at understanding user needs, I focus on the big picture to deliver successful product solutions. I effortlessly transition between strategic and tactical roles, whether it be spearheading user research, crafting design strategy, or designing product solutions.

### CAREER

2022 - PRESENT  
2020 - 2022

**athenahealth**

**Lead Designer - UX**  
**Senior Designer - UX**

Re-imagining experiences in the quality management work streams to aid customers in enhancing performance and achieving exceptional outcomes within the Value-Based Care model.

Drives user research and crafts strategy and vision for a range of new experiences. Successfully shipped product solutions that achieved a targeted user satisfaction rate of 4+ out of 5.

Guiding and mentoring junior designers and equipping them with the necessary skills and knowledge to set them on a path towards success.

A partner in organisation-wide cross-zone initiatives like Persona Foundation, Gender Affirming Care and Data visualisation components and guidelines.

2017 - 2019

**YUJ Designs**

**Senior Designer - UX**

Shipped B2B and B2C products that increased customer adoption and elevated customer satisfaction ratings.

Spearheaded user research and co-created data-driven solutions with global cross-functional teams.

2015 - 2017

**Gravity Consulting**

**Lead Information Designer**

Created information architecture and established design direction while ensuring timely delivery of projects for multiple departments of the Australian Government. ((Department of Health, Education, Finance and CFA Australia)

Spearheaded full-scale design initiatives and supervised a team of 5 designers.

2010 - 2015

**Creya Learning**  
**Icarus Design**  
**DY Works**

**Graphic Designer**

Led observational research on student interactions and learning within the Creya Studio space. Designed and executed a system that addressed functional issues, enhancing the studio's informativeness, interactivity, and intuitiveness for children.

Delivered customized branding and packaging solutions to meet client needs, staying current with market trends in the FMCG, hospitality, technology, and consultancy.



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### TECHNICAL / LEADERSHIP SKILLS

**Spearheads user research**, fosters deep user empathy, and derives insights using techniques such as stakeholder and user interviews, surveys, task analysis, affinity mapping, user journey mapping, usability testing to inform design decisions.

**Crafts design strategy and vision map** through inclusive collaboration with cross-functional teams, ensuring all voices are heard and all perspectives are considered.

Provides **product solutions that prioritize user needs** through adherence to user-centered design methodologies.

**Secures buy-in from key stakeholders** through effective communication, negotiation, and relationship-building, ensuring alignment and support for design decisions.

**Leads and mentors designers** by consistently making key decisions and facilitating working sessions on projects to establish design direction, review and refine deliverables.

Proficient in design tools like Figma, Sketch, Axure, Adobe Photoshop, Illustrator, and InDesign, as well as research and collaboration platforms such as Dovetail and Mural.

### EDUCATION

2017	<b>UX Design - User Research Methods</b> Interaction Design Foundation
2013 - 2014	<b>M.A. - Graphic Design</b> University for the Creative Art, UK
2006 - 2010	<b>B.Des - Communication Design</b> Symbiosis Institute of Design, India

### ACHIEVEMENTS

2018	Holding the Fort - for successful execution of project with minimum managerial support. - YUJ Designs
2014	Final MA project - "SAMANATA - Bringing Gender Study to Schools In India" chosen and presented at the IIID Vision plus 2014 Information Design conference. - Vienna, Austria