

RAUNAK MAHTANI

818-744-9862 / raunakmahtani@gmail.com / www.linkedin.com/in/raunakm / www.raunakmahtani.com

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 analysis and quantitative data analysis
- Create data visualization, journey maps and animations to interpret and visualize findings
- Develop user experience and service prototypes
- Plan design research activities and timelines
- Develop Python scripts for automated data management and consolidation
- *Projects: Patient education text messaging service; video animations and digital stories*

IQVIA

UX Research & Design Intern

May 2022 – Aug 2022

- User experience research for emotional experience of patients on emerging tech platform
- User testing and prototyping strategy for future projects on emerging tech platform

YourMechanic

UX Designer (contract)

Apr 2020 – Jul 2020

- Designed and prototyped UX flows for multiple service, web, and mobile user experiences
- 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

AWARDS

Map the System competition by Oxford University

Global semi-finalist (group project)

May 2022

Climate Action Summit Hackathon

2nd place winner (group project)

Feb 2020

Graduate Faculty Award for Academic Excellence at NCSU

Recipient

May 2019

i4 Biomedical Design Competition

Winner (group project)

Jan 2018

PUBLICATIONS

(authored and co-authored)

Evaluation of Patient Access to Spanish-Language-Concordant Care on a Postpartum Unit

Nursing for Women's Health

2022

Online Participatory Tools In Classroom And Research Settings

Engineering and Product Design Education Conference

2022

A Collaborative Approach To Digital Storytelling In Healthcare Settings

Engineering and Product Design Education Conference

2022

Efficacious Prototyping for Early-Stage Industrial Design

Engineering and Product Design Education Conference

2022

SKILLS

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