

CHIRANJIBI DEWANGAN

Product Designer

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My Profile

Bhubaneswar, India

SUMMARY

My experience in sales and customer service, coupled with an MBA from the UK, uniquely equips me to have a deep understanding of customer needs and behaviors. This perspective, combined with my passion for UX/UI design, makes me the ideal candidate for this role.

EDUCATION

- 09/2022 - 11/2023 • Product Design
School of Accelerated Learning, Bangalore, India
- 09/2020 - 06/2022 • MSc Psychology (Conversion Award)
Leeds Beckett University, Leeds, UK
- 01/2019 - 06/2020 • Masters in Business Administration
Leeds Beckett University, Leeds, UK
- 09/2014 - 06/2015 • Extended Diploma in Strategic Management & Leadership
International School of Manangement Studies, Pune, India

EXPERIENCE

- 06/2021 - 01/2022 • Customer Service Assistant
Leeds, UK
Euro Garages
Global retailer operates filling stations, restaurant & convenience store
 - Delivered excellent customer service by responding to customer inquiries, providing product recommendations, and resolving issues in a timely and courteous manner.
 - Processed cash and card payments with accuracy and efficiency, ensuring the security of cash registers and following proper cash handling procedures.
 - Managed customer complaints and feedback with professionalism and empathy, implementing effective solutions and adhering to company policies and guidelines.
- 04/2019 - 06/2021 • Sales Assistant
Leeds, UK
Spar Supermarket
Global convenience store & restaurant chain
 - Provide exceptional customer service, greet customers, assist with their shopping needs, and offer product recommendations.
 - Operate cash registers, process sales transactions accurately, handle cash, and manage electronic payment systems.
 - Monitor and replenish stock on shelves, ensuring products are well-stocked, neatly arranged, and tagged with prices.
- 08/2016 - 10/2018 • Unit Manager
Rourkela, India
ICICI Prudential Life Insurance Company Limited
Life insurance and asset management
 - Lead a team of sales executives to achieve business targets and drive sales of insurance products and financial services.
 - Recruit, train, and mentor the sales team, providing guidance and support to improve their performance and productivity.
 - Conduct market research to identify potential customers and market trends, strategizing sales approaches accordingly.
 - Conduct performance evaluations of team members, identify areas of improvement, and implement training programs to enhance their skills and knowledge.

CERTIFICATION

Product Design (UX/UI)

School of Accelerated Learning, Bangalore, India

TECH SKILLS

Figma

Sketch

Adobe creative suite

Canva

Social Media

PROJECTS

Organic Plant Care App

📅 01/2023 📍 Virtual

Designed and developed Edelynn app, a user-centered gardening app addressing challenges faced by amateur gardeners. Integrated user-centered design principles to create an intuitive interface. Employed agile methodologies for efficient collaboration between designers and developers.

- Agile project methodologies
- Responsive design techniques
- Collaborative ideation and iteration
- Incorporating user feedbacks
- User-focused design approach

Udemy Redesign

📅 07/2023 📍 Virtual

Revamped Udemy's user experience and interface to address challenges in online learning. Created an engaging platform with interactive elements, personalized learning paths, and gamification features. Streamlined progress tracking for students' motivation and success.

- Iterative design process for continuous improvements
- Insight into optimizing user engagement through gamification
- Improved ability to streamline
- Progress tracking for user motivation
- Successful navigation of cross-functional team collaboration

MOST PROUD OF



Elected as International PG student representative in the UK.

It not only allowed me to represent my fellow students, but also served as a testament to the trust and recognition I gained among a diverse community.

FIND ME ONLINE



LinkedIn

/chiranjibi-dewangan



Behance

/chiranjibi-dewangan