


# MONIDEEPA ROY

UX GENERALIST

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 Kolkata, India

## PORTFOLIO

[www.monideeparoy.com](http://www.monideeparoy.com)

## TOOLS

Figma  
Adobe Photoshop  
Adobe Illustrator  
Adobe InDesign  
Adobe XD  
Sketch  
Basic HTML/CSS  
Canva  
Marvel  
Google Tools  
Microsoft Office

## SKILLS

Wireframing & Prototyping  
Empathy & User-Centered Design  
Storytelling  
User Flows  
Visual Design  
Usability Testing  
Information Architecture  
Content Strategy  
Time Management & Prioritization  
Active Listener  
Conflict Resolution

## EDUCATION

### **Google UX Design Professional Course by Coursera**

2023

Completed a comprehensive 6-months professional course & applied UX design principle to 4 projects using the in depth knowledge of prototyping, UI design and user research.

### **B.Tech in Electrical Engineering**

2015-2017

DGPA (8.79), Calcutta Institute of Engineering & Management (MAKAUT)

### **Diploma in Electrical Engineering**

2010-2013

Grade (84.40%), North Calcutta Polytechnic (WBSCTE)

## INTERESTS

- Painting & Making Crafts
- Meditation
- Reading Books
- Travelling

## DESIGN PROJECTS

### **Sohojatri | UX Designer**

Mar, 2023 – Jun, 2023

- User-friendly app for tracking public transport vehicles in West Bengal.
- Accurate timings for efficient travel planning.
- Hassle-free online booking for distant travel.
- Stay informed & plan efficiently.
- Convenient and seamless public transportation experience.

### **Easy Charging | UX Designer**

Mar, 2023–Jun, 2023

- Locate nearby electric charging stations with ease.
- Real-time availability status & information of charging stations.
- Plan routes with charging station stops for longer trips.
- Filter charging stations based on charging speed & connector type.

### **Medico | UX Designer**

Mar, 2023 – Jun, 2023

- Responsive website facilitating easy search for nearby doctors & clinics.
- Comprehensive doctor profiles with detailed information for decision-making.
- Seamless in-person direct communication between patients & healthcare professionals. AI system (MediBot) facility is there to get real-time queries.
- Book medical appointments online conveniently.

### **Wedding Bell | UX Designer**

Mar, 2023 – Jun, 2023

- Ultimate mobile app designed for wedding planning.
- Streamline entire journey for a stress-free experience with multiple comprehensive tools & resources.
- Explore comprehensive wedding planning tools & resources.
- Get access to helpful tips, inspiration and advice from experts.

## WORK EXPERIENCE

### **Team Leader | WIPRO**

Mar, 2022 – Feb, 2023 Bengaluru & Kolkata

- Efficiently organized & planned daily activities to ensure smooth operations.
- Analysed team productivity & quality of services to identify areas of improvement & optimize processes.
- Implemented the Performance Management Process effectively, providing performance feedback, quality score & weekly connect.
- Handled escalated customer calls, emergency requests.

### **Quality Analyst | WIPRO**

Oct, 2021 – Feb, 2022 Bengaluru

- Conducted thorough RCA to investigate problems & identify recurring discrepancies.
- Developed appropriate dispositions & corrective actions to address issues.
- Offered support & clarification on grey area cases to facilitate smooth operations.

### **Associate | WIPRO**

Jul, 2019 – Oct, 2021 Bengaluru

- Responsible for protecting the integrity of world's largest video streaming platform by investigating questionable business practices.
- Worked in sensitive content and made sure to give proper reviews like disable account or remove content which threatens to public safety.