

Swati Srivastava

Oslo, Norway • Interaction designer & researcher • 10+ yrs experience

www.swatis.work

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EDUCATION

University of Oslo / Ph.D fellow

OSLO, NORWAY / FEB 2015 - PRESENT

Sustainable design and digital services

Indian Institute of Technology / M.Des.

MUMBAI, INDIA / 2009 - 11

Interaction design

Bhilai Institute of Technology / B.Engg.

BHILAI, INDIA / 2004 - 08

Computer science

LANGUAGES

English / Fluent

Hindi / Native

SKILLS

Product design, interaction & visual design, qualitative research, service design, workshop facilitation, prototyping and journey mapping

EXPERIENCE

Otovo AS / Lead Designer, Product

OSLO, NORWAY

DEC 2022 — PRESENT

- Integrating execution and research processes across product streams
- Facilitating coordination among designers across teams

Otovo AS / Lead Designer, Installer Experience

OSLO, NORWAY

JAN 2022 — NOV 2022, 11 MONTHS

Led end-to-end design of B2B core offerings

- Structured information architecture to improve key service moments
- Improved workflow to launch installers in the marketplace faster
- Led a team of 4 developers as PM and lead designer for Installer app Beta
- Redesigned installer sign-up page resulting in a 17% traffic increase.

Facilitated cross-functional design collaboration and implementation

- Managed hiring and mentorship of full-time designers and interns
- Facilitated design critiques and collaboration sessions
- Promoted design within the company and at universities

Otovo AS / Designer, Installer Experience

OSLO, NORWAY

MAR 2020 — JAN 2022, 1 YR 11 MONTHS

Transitioning application from feature-driven to experience-focused

- Incorporated continuous discovery as a core product process.
- Defined a qualitative research framework and ran training across markets.
- Set up the expert design system with foundational components and patterns
- Led workshops to foster ongoing internal collaboration and product improvements.

Settle AS / Senior UX Designer

OSLO, NORWAY

MAY 2019 — FEB 2020, 10 MONTHS

Conducted research in Croatia and delivered product improvements

- Designed KYC experience for P2P user accounts.
- Conducted field research to identify growth and opportunity areas for the P2P payments service.

Conserve & Consume (NFR/UiO) / Researcher

OSLO, NORWAY

JAN 2015 — DEC 2018, 3 YRS

- Conducted qualitative research on purchase and consumption practices in the Norwegian market
- Delivered a proposal for a service model, and service recommendations
- Led workshops with Schibsted, Bengler, and SINTEF
- Published findings in peer-reviewed journals and conferences

Globant, India / Sr. User Experience Designer

PUNE, INDIA

APR 2014 — DEC 2014, 9 MONTHS

Globant, India / User Experience Designer

PUNE, INDIA

AUG 2011 — MAR 2014, 2 YRS 9 MOS

- Consulted on client collaborations across various mobile and web-based products.
- Designed workflows and interaction for complex enterprise platforms.

HSBC Global Technology / Software Engineer

PUNE, INDIA

JUN 2008 — JUN 2009, 1 YR 1 MONTH