



## ABOUT ME

I am a certified **project management professional** and **scrum master** with almost 8 years of work experience. I am now looking for opportunities to include **Experience Design** while continuing to do what I do best which is managing and executing projects.

## CONTACT ME

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## KEY SKILLS

### Project Management



### R Programming



### Adobe Xd



### Adobe Illustrator



### Design Methods



# DEEPTHI RANGANATH

## Project Management/Experience Design

## ACADEMIC PROJECTS

### 2017 – Now University of Washington, Seattle, WA, USA

1. Applied **User Experience Design** thinking to create a mobile application called 'Enliven' addressing the needs and concerns of food allergy and diabetic patients. Carried out **contextual inquiries** for data gathering and used methods like **think aloud protocol** and **survey** to test the prototype. In the process used tools like **Adobe Xd** to design the interactive UI.

2. Followed user centered approach to create **information visualizations** for 2017's 'World Happiness Report' dataset. Utilized **R programming** to generate graphs and refined them in **Adobe Illustrator**.

3. Carried out **User Experience Research** to analyze user's take on video streaming services, Amazon Prime Video in particular. Used methods like **Focus group**, **Lightweight Journey Map**, **Survey** to gather data. Used **affinity diagramming** for analysis.

4. Created an integrated service called 'Grad n Go' which aimed at elevating the experience of Indian graduate students who come to United states for the first time and seek transport, communication and food services. During the process, created **Customer Journey Map**, devised **Lean Canvas**. Prototyped the experience using **Service Walkthrough** as a method.

## PROFESSIONAL EXPERIENCE

### 2014 – 2016 Tata Consultancy Services, San Jose, CA, USA | Client: Bank of America

As part of Project Management Office(PMO), created **checklists**, **templates** and **best practices** for teams in Quality Assurance(QA) domain at the portfolio level. Also, created **reports** and **dashboards** for senior management consumption.

As part of the Scrum team, helped in creating **sprint** and **product backlogs** from QA perspective, provided insights during **sprint planning**, **standups** and **retrospectives**

### 2012 – 2014 Tata Consultancy Services, Charlotte, NC, USA | Client: Bank of America

As a QA lead and project coordinator, **lead test efforts** for the Bank's software applications under Claim and Fraud Portfolio. Coordinated in a **matrix organization** with **global cross functional teams** to **translate requirements** into tangible deliverables such as **functional requirement** and **test cases**.

### 2008 – 2012 Tata Consultancy Services, Bangalore, India | Client: Bank of America

As a module lead and QA Analyst, performed various levels of testing including **functional**, **regression** and **integration**. Delivered **more than 15** integrated and independent releases. Lead modules to project completion with **zero production defects**.

## EDUCATION

2017 – 2019 University of Washington, Seattle, USA  
**Master of Science in Information Management**  
*Specializations: User Experience & Information Architecture*

2004 – 2008 Visvesvaraya Technological University, India  
**Bachelor of Engineering in Industrial & Production Engineering**