



Shreya Bhattacharya

Service Designer

I am an interdisciplinary designer and am presently pursuing master's degree with a specialization in Service and Strategic Design from the Oslo School of Design and Architecture (AHO). I strongly believe that service design has an ability to resolve complexities in systems as it provides a platform to understand various social, cultural, and economic landscapes. I strive to create meaningful and transformative service solutions by embracing human centered approach.

Contact

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Address

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Education

2022-2024(expected)

Master of Design

Arkitektur- og designhøgskolen i Oslo
(AHO)

2018-2022

Bachelors in Industrial Design
UPES

2016-2018

High School
Holy cross Kapa

Language

English (Professional Proficiency)

Norwegian (Elementary)

German (Elementary)

Hindi (Native)

Experience

○ Sept 2022 - present (*part time*)

Chowk Indisk Restaurant I Oslo

Manager

Planning and Evaluating Service plans . Managing guests and ensuring high quality service.

○ Jan 2022 - May 2022

Accenture I Bangalore

Service Design Intern

In a team of two , I was responsible for streamlining the Interview and Hiring process in Accenture. By using Systemic approach , I gained a deeper insight in the existing system through conducting interviews , creating service flows , evaluating As-Is Process and eventually delivering a redesigned application portal followed by refined service ecosystem and service blueprint.

○ April 2021 - July 2021

Industry Development Network I New Delhi

Product Design Intern

Amidst the pandemic, we developed an indoor hydroponic Kitchen garden system for users to get easy accessibility to fresh produce. My responsibilities were research, ideation, CAD Modelling , rendering , testing and final documentation. My design was further taken in consideration for assembly and mass manufacturing

○ Oct 2019 - Dec 2019

CaXIt

UX Design Intern

Worked with an in house company for developing a nutrition calculator app. Conducted User interviews, rapid iteration , Prototyping , developing Hi-fidelity wireframes.

○ May 2019 - July 2019

RAS Luxury Oils

Summer Intern

Working in an emerging Lifestyle brand , I was responsible for designing tote bags , new skincare launches followed by social media branding.

Recognition

NAV via VGS

Nominated for the Service design prize Sponsored by Noa Ignite

AHO WORKS Spring 2023

Care 2053

Nominated for the Service design prize Sponsored by Noa Ignite

Nominated for the Strategic use of design prize Sponsored by Noa PwC.

AHO WORKS Spring 2023

Expertise

- Workshop planning and facilitation
- User Research and Ethnography
- Data visualisation and Infographics.
- Storytelling
- User Flows
- Process Flows
- Wireframing and Prototyping

Digital Expertise

- Figma
- Adobe XD
- Miro
- Fusion 360
- Sketch Pro
- Adobe Suite
- Keyshot
- Procreate