

Paritosh Desai

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OBJECTIVE

Work with passionate people in user-centered product innovation and strategic innovation planning to delight users while creating sustained business value

PROFILE

Ten years of successful management consulting across multiple industries:

- Leadership skills in managing distributed multi-disciplinary teams
- Generated actionable insights through detailed analysis
- Effective communicator between business and technical teams as well as executive leadership
- Creative problem solving and idea generation for business opportunities
- Demonstrated ability to work in collaborative teams

EXPERTISE

Design Analysis & Synthesis, Interaction Design, User Research, Strategic Planning, Program Management, Service Design, Project Planning, Data Management, Portfolio Planning & Management, Concept Development & Prototyping

EDUCATION

Master of Design Methods - Design Planning and Research

IIT Institute of Design - May '09

Master of Environmental Engineering

Illinois Institute of Technology - Dec '97

Bachelor of Civil Engineering

National Institute of Technology - June '94

PROJECTS (Sample)

Research Assistant

Robotics and Healthcare - Conducted primary and secondary research for application of assistive devices for elderly care and rehabilitation

Design Planning

New Options Initiative - Developed concepts and business case for a W.K.Kellogg Foundation sponsored project to explore alternate career options for out of school youth

Interactive Media

"WALT" - Applied principles of ubiquitous computing for informal learning; developed low and medium fidelity prototypes

Interaction Design

Researched, developed & tested mobile prototype for enabling mobile payment solutions for the unbanked & underbanked under a City of Chicago initiative

Strategic Design Planning

Android AI - Developed a design plan for Google's Android OS to establish itself as the premier mobile phone platform in providing the fastest route to the absolutely most indispensable apps

EXPERIENCE

Senior Manager, Diamond Management and Technology Consultants, Chicago, IL

May '00-June '08

- Successfully instituted program and project management methodologies for multi-year transformation initiatives
- Explored IT enabled innovation opportunities and instituted innovation management framework to support strategic vision for a Fortune 100 financial services company
- Leveraged customer data to develop strategies to reduce churn and enhance profitability across multiple product lines for a regional telecom provider
- Developed unified customer experience strategy for a leading entertainment retailer
- Defined organization, governance structure and services for a newly created information management organization
- Developed insights for customer satisfaction and customer value management using information analytics for a Fortune 500 insurance carrier
- Identified process improvement opportunities for an insurance customer service organization

Industries: Insurance, Financial Services, Telecommunications, Retail

Consultant, Accenture, Chicago, IL

Jan '98-May '00

- Developed the layout of an online welfare management system for the Ohio Welfare Department (OWD)
- Researched, prototyped and implemented a decision support solution for OWD
- Managed the back-end databases for the online welfare management system

Industries: Public Sector