Shantanu Singh

Designer. Mentor. Leader

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Award winning design leader with 12+ years of experience leading global, diverse teams in product design and innovation, strategic design transformations, service design, and creating world class customer experience for leading brands.

"A good design experience leverages and influences customer behaviour simultaneously"
I seek constant focus to discover, innovate, and bring change by fostering new methods of learning and building generative teams. I have a track record of creating immersive experience through design, and building and scaling high-performance teams who achieve great outcomes together.

WORK EXPERIENCE

SR. DIRECTOR OF UX
Product Design, Insights Platform, SAAS for Executives

Sep 2021 - Present

Gartner Inc., Gurgaon, India

As India UX leader, I have built and scaled the Gartner CX team in India. Our product design team presence here grew from 2 to 20 in last two years. The team is responsible for driving innovation and deliver world-class experience for Gartner customers. Our innovative product experience help global leaders get their mission critical priorities. My core responsibilities includes -

- Building high-performing UX team
- Mentoring and empowering designers to own and take pride in their work
- Strategically leveraging time across multiple work stream and initiatives
- Driving mindset change from across disciplines
- Partnering with other discipline leaders to create product vision and strategy

PRODUCT DESIGN LEAD
Digital and Innovation Team

Jan 2020 - Sep 2021

McKinsey & Company, Gurgaon, India

I worked at the intersection of technology, design, and business. I lead product and design teams for the Knowledge Management Group. My recent work included McKinsey patented work in the conversation design, deep-learning & AI/ML products, and Knowledge Management.

I was responsible for leading multiple design & product teams, fostering experiments & innovation by facilitating design thinking workshops with client stakeholders and product teams, and nurturing talents through coaching and performance evaluation.

EXPERIENCE DESIGN MANAGER
Experience Consulting, Digital Design, Strategic Design Transformations

Nov 2016 - Jan 2020

Designit, Bangalore, India

I was leading the experience design team for Bangalore studio. Scaled the experience design team from 3 designers to 14 designers by actively hiring and internship programs in leading design universities. My key responsibilities included leading design projects, coaching & talent grooming, and supporting business development. Executed multiple complex transformation programs to deliver award-winning products and services across different domains.

LEAD DESIGNER
Experience Consulting, B2C eCommerce, Product R&D

Dec 2014 - Nov 2016

Cognizant Interactive, Bangalore India

ASSOCIATE UX CONSULTANT
Experience Consulting, B2C eCommerce, Product R&D

Sep 2013 - Nov 2014

Aditi Technologies, Bangalore, India

UX DESIGNER
Digital Designs, Banking, Insurance, Energy, Media & Entertainment

Aug 2011 - Sep 2013

Larsen & Toubro Infotech

EDUCATION

MASTERS IN PSYCHOLOGY
Cognitive and Human Behaviour, Research Methods Organisational Behaviour

2020 - 2022

Kalinga University, Raipur, India

BACHELOR IN ENGINEERING
Information Science Engineering, Web Design

2007 - 2011

Visvesvaraya Technological University, Belgaum, India

AWARDS & ACCOLADES

NASSCOM Design4India Awards 2019

Winner in Web Category for Project Quantum

Consulted, strategized, reimagined, and designed the enterprise system to support Enterprise processes of Wipro which will be used by 180,000 employees.

UX India Awards 2019

Silver in Best Designs for Enterprise Category

Consulted, strategized, reimagined, and designed the enterprise system to support Enterprise processes of Wipro which will be used by 180,000 employees.

- **Business World (BW) - Future Design Awards 2018**

  Winner in Best App Designs and Silver in Social Impact Category for Project Digicare

  Designed app ecosystem to support healthcare at home - for hospital administration, care providers in the field, and patients at home.

- **KYOORIUS DESIGN AWARDS 2018**

  Winner in Connected Platform Category for Project Autoinsights

  Turning your 'ordinary' car in a smart-car. Creating business value for the pre-owned auto industry though IoT based designs.

- **Huawei R&D Innovation & Creativity Award 2016**

  Client Award For Delivering Multiple Innovations in R&D Department

  India's first Smartphone SOS Feature, Smart Parking System, Personalised OS Updates, and more.

CERTIFICATIONS & COURSES

CREATIVE TOOLKIT: CHANGING PERSPECTIVE
University of Illinois at Urbana-Champaign | Issued in Sep 2021

PROFESSIONAL SCRUM MASTER I
Scrum.org / McKinsey Company | Jun 2021

CREATIVITY, DESIGN THINKING, AND INNOVATION FOR BUSINESS
Udemy | Issued in May 2021

FOUNDATIONS IN DESIGN THINKING
IDEO | Issued in Nov 2020

UX MANAGEMENT: STRATEGY & TACTICS
Interaction Design Foundation (IxDF) | Issued in Feb 2019

NURTURING PEOPLE
Wipro Limited | Issued in Jan 2019

STRATEGIC & DESIGN SKILLS

Executive Communication, Storytelling, Design Thinking, Design Operations, Product management, Product Vision & Strategy Development, Design Sprints, Lean & Agile UX, Plan & Facilitate UX Workshops, Set Standard Design Processes Across Teams, and People Management.

User Research, User Journey & Experience Mapping, Usability evaluation, Information Architecture, Moderated & Unmoderated Testing, Desk Research, Quantitative Analysis, and Design Systems.