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# SNEHAL KHATAVKAR

Design researcher, leveraging mixed methods research toolkit and adopting a design driven approach to tackle complex challenges. Proficient in translating research insights to actionable strategies for developing user experience, services and environments.

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## PROJECTS

### Design researcher | Sponsored project with United Airlines

Aug 2023 - Dec 2023

- Delivered innovative solutions for reducing fatigue in ramp workers along with an innovation implementation strategy presented to the corporate safety team at United Airlines.
- Conducted secondary research to analyse industry trends within aviation and comparable sectors, producing a comprehensive trends report for United. Developed case studies highlighting relevant design approaches to enhance safety operations and efficiency.
- Led stakeholder meetings and visited O'Hare Airport resulting in identifying insights, opportunities and a system for fatigue management at United.

### Design researcher | Sponsored project with UChicago medicine

Jan 2023 -Dec 2023

- Created a comprehensive service blueprint outlining implementation strategies, goals, and essential personnel needed to boost HPOA adoption among patients.
- Conducted primary research, conducting 5 in-depth interviews, contextual inquiries, and 30 think-aloud tests, aimed at gathering information about pain points for optimizing the patient experience.
- Redesigned healthcare forms by using an Evidence Based Design approach, resulting in increased user satisfaction.
- Conducted 55 on-field intercepts to test communication messages, facilitating the development of a robust communication strategy for UCM.

## WORK EXPERIENCE

### Architect | Shoonya studio

Feb 2021 - Feb 2022

- Designed residential architecture employing passive design strategies to reduce carbon foot print and created presentation drawings to communicate design strategies to clients.
- Conducted rigorous material research, documentation to develop low cost interior design elements from construction waste.

### Architect (Project associate) | Barrier-free design studio

Apr 2020-Jan 2021

- Developed accessibility evaluation and analysis reports for 120 public buildings in India, identifying barriers to access for people with disabilities. Instrumental in drafting specifications and developing prototypes for accessibility retrofitting products for inclusion in standard schedule of rates for Maharashtra state.
- Defined project-specific design requirements, aligning with Harmonised guidelines published by Ministry of housing and Urban Affairs , Govt of India for People with Disabilities (PWDs), covering infrastructure, assistive tech, and organizational changes for increased access to public buildings.

Oct 2016-Jan 2019

### Architectural intern | Design-bridge foundation

- Conducted secondary research to compile an exhaustive research and evaluation protocol to ensure maximum accessibility.
- Conducted field audits of 100 public spaces using on-field contextual inquiry and simulations to identify precise user needs and pain points for people with disabilities.
- Synthesized findings into recommendations for space retrofitting, signage, wayfinding, and stakeholder sensitization.
- Facilitated collaboration with government officials incorporating stakeholder inputs to ensure large-scale implementation.

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## EDUCATION

**Master of design** | IIT Institute of design , Chicago | CGPA: 3.9/4, Scholarship recipient

2022 - May 2024

**Bachelor of Architecture** | Savitribai Phule Pune University, India | CGPA : 9.12/10

2015 - 2020

## SKILLS + TOOLS

Qualitative research, Ethnographic research, Strategic thinking, Systems analysis, Behavioral analysis, Co-design, Facilitation, Problem framing, Prototyping, Visual communication, Autocad, adobe creative suite, Figma, Mural.

## ADDITIONAL EXPERIENCE

### Social entrepreneurship | Jagriti Yatra

Innovated a startup concept for children with learning disabilities, crafting a comprehensive business model canvas. Delivered the concept at the Jagriti Yatra pitch tank and demonstrated the value of design thinking to a multidisciplinary team.

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