

# Amit Toppo

## Experience Designer

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💡 With my 8 years of experience in enhancing the user experience in 7 diversified domains, I bring a distinct perspective for problem-solving. 💡

## Experience

### Ernst & Young

**Senior UX Consultant** • Jul 2021 - Present

I currently lead a small design team, overseeing work allocation while developing and maintaining our design system and assets.

Previously, I collaborated with another internal team on contract to design and develop GTA(Global Trade Automation) and ExIm(Export-Import) management suite which has been deployed for 15+ clients.

- Designed an automated software suite that simplifies customs and duties for tax compliance for manufacturing clients
- Designed a workflow software to manage end-to-end cross-border orders, from sales to shipment

**UX Consultant** • Jan 2019 - Jun 2021

As a UX consultant, leading the design for a Supply Chain product suite. I became an integral part of the team supporting them with sales pitches and product delivery. Working with the supply chain managers, I've worked on delivering a customised products to multiple clients as per business demands.

Prior to that, I've worked in research and design for developing new B2C as well as B2B services for multiple clients. I crafted the end-to-end experience by using the design thinking process deliver the products from scratch.

- Drafted the workflow and task flow for Order Management of a Pharma CDMO
- Worked on a government project on employment tracking and management service for a major country.
- Successfully integrated 3 different financial services under one cohesive product.

### FCUX Design

**Interaction Designer** • Aug 2017 - Dec 2018

With a team of interaction & visual designers along with researchers, I collaborated on 10+ digital experience & transformation projects throughout various domains such as healthcare, finance, entertainment, etc. My role included conducting user research, brainstorming based on the findings, conceptualisation of the solution framework and creating prototypes for testing.

- Designed a platform for booking and managing medical appointments
- Optimised the multilingual onboarding experience for an streaming service
- Designed the interface for NFC payment through HCE(Host Card Emulator)

## Education

### IIT Guwahati

**Bachelors in Design**

Class of 2017

Degree in interdisciplinary design, with focus in interaction design and usability.

## Skills

User Interviews

Persona

User Journey

Affinity Diagraming

Task Flows

Information Architecture

Wireframing

Prototyping

Usability Evaluation

## Tools

Figma

Sketch

Adobe XD

Copilot

Pen & Paper

## Recognition

**Kudos Award for Exceptional Performance**

EY, Q1 2021