

# Aakash Dolas

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Detail-oriented **human-centered designer** skilled in translating user behaviors and needs into product opportunities to drive new product development. I thrive at the intersection of design, business and engineering.

## EDUCATION:

### Master of Product and Services Innovation

Dec 2024

Carnegie Mellon University

Relevant Courses: UX Research, Experience Driven Innovation, Human Computer Interaction, Product Strategy.

### Bachelor of Product Design

Jun 2020

MIT Institute of Design

Relevant Courses: Qualitative Design Research, Human Machine Interface, Ethnographic Research, System Design, Ergonomics, Design and Business.

## EXPERIENCE:

### Innovation Designer Intern | MD Anderson Cancer Center | Houston, Texas

Jun 2024 – Aug 2024

- Conducted discovery calls with healthcare stakeholders and leadership, **improving customer and patient experience**.
- Designed journey maps and workflows**, streamlining healthcare operational logistics.
- Facilitated **design workshops to understand nursing needs** and evaluate vendors.

### Senior Product Designer & Researcher | ICS Designs | Mumbai, India

Jun 2020 – Jun 2022

- Managed user research** initiative on car technologies, resulting in an estimated **INR 7 million revenue increase**.
- Led user research initiatives for 15+ client projects, employing qualitative and quantitative methodologies such as interviews, surveys, usability testing, and data analytics analysis.
- Conducted UX audits** for pre-manufacturing workflows, achieving **40% process automation**.
- Led usability testing sessions on 15+ client projects, leading to a **50% error rate reduction** in final products.
- Collaborated with manufacturing to troubleshoot design issues, improving component reliability during development.

### Product Designer Intern | ICS Designs | Mumbai, India

Jan 2020 – Apr 2020

- Presented research findings and insights to stakeholders, influencing product roadmaps and design iterations.
- Conducted surveys and analyzed customer feedback to gather insights for new product development.
- Facilitated user testing sessions** to gather feedback on prototypes influencing design iterations and final product.

## PROJECTS:

### United States Digital Service | CMU iii | Pittsburgh, PA

Oct 2023 – March 2024

- Conducted UX research through expert interviews and remote usability testing, **enhancing interface usability** and boosting semantic **search accuracy by 15%**.
- Employed user personas, card sorting and journey maps to ensure alignment of design process with user needs.
- Designed a semantic search interface** using AI and LLM models, **increasing the efficiency of policy analysts by 80%**.

### Koppers | CMU iii | Pittsburgh, PA

Jan 2024 – Mar 2024

- Conducted a comprehensive user research study on railway repair and maintenance workers, to identify opportunities for improving workers' health and safety on site.

## SKILLS:

**Design:** Information Architecture, User Flows, Wireframing, Usability Testing, Design System, Responsive Design, Data Visualization, Visual Design, Storyboarding, Presentation Skills.

**Research:** User Interviews, Journey Mapping, Field Study, Service Blueprint, A/B Testing, Heuristic Evaluation, System Usability Scale, Qualitative Research Methods, Focus Groups, Card Sorting, Usability Studies, Surveys.

**Software:** Figma, Miro, Adobe Creative Suite, Trello, Kanban, Mural.

**Soft Skills:** Active Listening, Constructive Feedback, Cross-team Collaboration, Presentation, Storytelling, Critical Thinking, collaborating with engineers and business professionals, Communication Skills, Collaboration.