Janhavi Singh

Chicago, IL | 312-721-5665 | janhavisinghh29@gmail.com | portfolio | LinkedIn

Janhavi Singh is a Service Designer experienced in gathering qualitative research insights and transforming them into actionable strategies for businesses across the healthcare, education, aviation, and construction industries. She brings a systems thinking lens to problem-solving, leading teams of diverse stakeholders to address the most pressing problems businesses face today.

EXPERIENCE

Design Strategist
Illinois Tech   Chicago | Oct 2023 - May 2024
Redesigned workflows for two Illinois Tech departments and developed a messaging strategy for promoting student success for REP4, an alliance of seven US public universities.

- Redesigned Research and Procurement workflows at Illinois Tech. Conducted primary research and used service blueprinting to streamline processes, resulting in fewer errors and improved operational efficiency.
- Led virtual and in-person workshops for REP4 leadership. Gathered input and synthesized findings to create a unified action plan for a messaging strategy.

Researcher & Strategist
UChicago Medicine + Institute of Design   Chicago | Aug 2023 - Dec 2023
Streamlined patient experience at a South Chicago cancer center by conducting ethnographic research and delivering actionable strategies.

- Conducted a comprehensive analysis of 465 unplanned readmission cases for UChicago Medicine cancer patients to identify improvement opportunities.
- Led over 25 in-depth interviews and card sorting exercises with healthcare providers and oncology patients to understand care transition processes.
- Developed a patient care transition journey map to identify gaps in support, process inefficiencies, and disparities in care delivery.
- Identified key drivers of practice variation and developed four equity-focused discharge strategies with corresponding prototypes for implementation.

Design Researcher
Salesforce + Institute of Design   Chicago | Jan 2023 - July 2023*.*
Led research initiatives to decipher the role of design in fostering innovation culminating in a published report.

- Developed interview protocols and interviewed 29 design leaders from 18 leading US corporations.
- Identified actionable opportunities for organizations to leverage design for strategic advantage.
- Facilitated a workshop with 20 senior designers from leading corporations like IBM and Microsoft to share research findings and foster discussion.
- Co-authored a comprehensive report on the role of design in driving innovation, published by the Institute of Design in April 2024. *(full report here: id.iit.edu/resource-library/2024-report/)*

Research Assistant
Institute of Design   Chicago | Oct 2022- Aug 2023
Supported two PhD researchers with qualitative data collection and analysis.

- Co-created and facilitated a series of 3 workshops for 12 participants, gathering qualitative data to understand design efficiency and effectiveness. Delivered visual frameworks to support more efficient design decision making.
- Conducted data analysis of over ten 50-minute subject matter expert interviews to identify key factors influencing design's impact on capital allocation.

Architect, Project Manager
Architecture Discipline LLC   New Delhi | Jan 2019 – June 2022
Developed design documentation packages. Led and managed design and construction projects for large-scale residential projects at an interdisciplinary design studio.

- Spearheaded the project and design teams that oversaw project planning and construction documentation of New Delhi's biggest Mass Timber project.
- Collaborated & coordinated effectively with contractors, vendors, partners and specialized consultants throughout the design process for project implementation.
- Developed and executed project timelines, estimates, detailed design schemes, and technical drawings.
- Mentored and supervised a team of junior designers and interns, offering actionable feedback on intricate design schemes to meet timelines.

EDUCATION

Master of Design
Institute of Design
Illinois Institute of Technology   Chicago | May 2024

Bachelor of Architecture
Sushant School of Art & Architecture
Ansal University   Gurgaon, India | May 2018

CLIENT PROJECTS

United Airlines
Enhancing employee wellness by addressing fatigue in flight operations for Under the Wing employees.
Design Research & Strategy: Conducted user research and stakeholder mapping. Developed rapid prototypes to validate concepts build a strategic implementation roadmap.

Tata Consultancy Services (TCS)
New strategies to organize design capabilities within TCS for fostering product and service innovation.
Innovation Strategy: Developed system maps to visualize org processes. Conducted organizational diagnostics and implemented Agile methodologies to streamline operations and deliver results through sprint execution.

Keeley Innovations LLC
Developing an innovation platform for affordable housing through government partnerships and an equity-focused shared ownership model. Aiming to promote sustainable home ownership for diverse communities.
Design Planning & Innovation Implementation: Utilized stakeholder mapping and innovation research to understand user behavior related to home ownership orthodoxies. Created visual frameworks to map stakeholder relationships, workflows, and processes for an innovative financing business model.

SKILLS

Research
Ethnographic Fieldwork, Competitive Research, User Interviews, Card Sorts, Diary Studies, Surveys, Research Synthesis, Research Planning, Data Analysis, Jobs to be Done, User Journey Maps, Service Blueprints, Systems Mapping, Stakeholder Mapping

Design Development
Design Thinking, Service Design, Behavioral Design, Innovation Strategy, Rapid Prototyping, Sketches, Usability Testing, Wireframes, Visual Communication, Data Visualization, Storytelling, Portfolio Planning, Road Mapping, Future Casting, Scenario Planning, Project Management, Workshop Facilitation

Tools
Figma, Miro, Mural, Sketch, Adobe (InDesign, Illustrator, Photoshop, Premiere Pro), Qualtrics, Dovetail, Microsoft Office Suite, Google Suite, Midjourney