Shilpa
Dhamdhere

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Upland Software (Qvidian)

Project 1

Role
User Experience Consultant

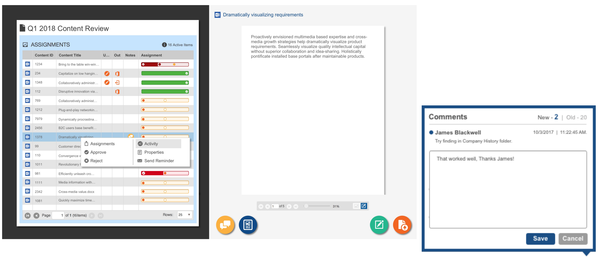
Key Focus Areas
User Research, Content Strategy, Usability, Interaction Design

Overview
Feature workflow for a reviewer during RFP review process to enable two way discussion between manager and reviewer. Ability to view and add new comments that are recorded and tracked within activity.

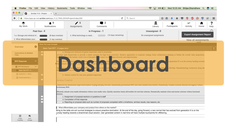
Problem Statement

Content Managers and Reviewers had constant trouble communicating during RFP review process. Lack or inadequate communication abilities within the platform led to delayed or at times wrong RFPs!

**This project is still not released. I can share more information during in person meeting



Project 2



Role
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Key Focus Areas
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Overview
Simplifying the user experience for the main RFP workspace that would provide easy information exchange and will help the user to take necessary action without going back and forth within different screen.

Problem Statement

There was no easy way for the user to view information related to their role.

Too much noise.

Less real estate for actual workspace.

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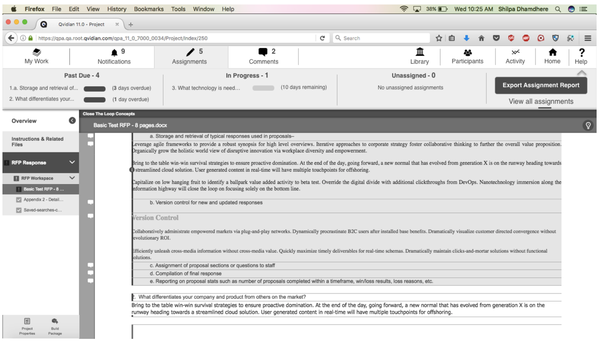

User Research

**I can provide detail information and artifacts during interview

Outcome: At Upland Software the prevailing wisdom was to understand user product interaction from product owner perspective. During user research initiative I introduced new and innovative ways to understand user behavior. This simple exercise was very well received company wide and helped us gather rich data from the users (I can explain in detail about the research approach) and worked as an icebreaker.

Goal: research was conducted to collect invaluable information about users day-to-day engagement. Understanding WHAT, HOW, and WHY – and connecting dots for entry and exit points associated with Qvidian.

Methodology: Design session/Focus group
We had a good mix of different roles and industries. It was crucial to keep this diverse group engaged and interact with each other.
This session was a combination of design session and focus group. Participants actually designed using paper, post its, sharpies for in person session and created designs using Invision for online sessions.

Role: Key facilitator for developing research plan and execution
I executed some innovative ideas that participants can easily relate to and in exchange provide us with rich information.

Recommendation

James Blackwell -

Shilpa Dhamdhere is an incredibly talented, driven User Experience professional. She has a wonderful ability to engage and empathize with users, then translate the information they provide into actionable designs. Whether working on a huge, complex initiative – or a small, intricate feature – she has a unique talent for never losing sight of the bigger picture.

Shilpa worked for my team for more than a year, as she completed her Master's Degree. In that time she helped build and execute an extensive research plan, collaborating directly with both our customers and our executive team. She also reconstructed our User Personas, and designed product features for our enterprise SaaS application from wireframe to pixel perfect specification.

She is the type of person you look forward to seeing in the office every morning; kind, funny, and humble – yet passionate. Her work ethic and dedication to getting a job done right, enabled our team to deliver work that was very well received in a tight time frame. Shilpa is an absolute pleasure to work with, and I highly recommend her for any role in the field of User Experience.

Key Take Away

Collaboration -

Have a constant dialogue with the team for easier understanding of project goals

Ask questions to clarify if any other features need consideration and will be helpful in solving this problem

Implementing Design Process -

Always refer to user research data while working on concept designs and or during brainstorming sessions

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