

MARIO DCUNHA

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Self-driven designer, traveler and singer, with a good sense of humor. Pursuing a career in my passion for user experience design, with a background of web performance, through an overall career of seven years. Striving to influence, inspire and lead change in society.

Experience.

PRODUCT DESIGN INTERN, INTUIT

May 2018 - Aug 2018 | Plano, Texas, USA

Worked on Document management for accountants - to help generate faster tax returns and the One Intuit Accountant project - to design a seamless experience between Intuit's accounting and tax products.

- Conducted **15+ user interviews** that included early lo-fi prototype **a/b testing and usability tests** along with the chief user researcher.
- Drew insights on **users' pain** and aligned them with **business goals**. Iterated with **lo-fi mocks** before deliberating on **shipping decisions**.
- Researched current product experiences, interviewed stakeholders from across Intuit and used **storyboarding** and **journey-mapping** frameworks to gather **empathy** for users.
- Mapped transitions from current to ideal product states - that would **reduce customer call and training costs**, generate faster account setups and drive the 'One Intuit' brand identity.
- Also participated in **Service Blueprinting**, rapid prototyping sessions, and doodled with visual maps to empower team **brainstorming**.

SOLUTIONS ARCHITECT, AKAMAI

Mar 2013 - Jun 2017 | Bangalore, India

Analyzed websites and developed customized proof of concepts to justify Akamai's product value and improve **end-user experience**.

Customers included sales and engineering teams of mainly Fortune 500 companies from across the globe.

- Served as subject-matter-expert for two of Akamai's products.
- Re-designed the new-hire training for Akamai sales teams, globally.
- Trained sales teams from across USA, Costa-Rica, Japan and Bangalore in **web performance** and **front-end optimization**.
- Mentored and **groomed four new hires** individually, into dependable resources within six months.
- Designed infographics to assist Akamai product marketing teams.

SYSTEMS ENGINEER, INFOSYS

Nov 2010 - Dec 2012 | Chennai, India

Worked as a FinTech engineer on UI development and testing.

Education.

TEACHING ASSISTANT, THE NEW SCHOOL

Oct 2017 - May 2018 | New York City, USA

Worked as an instructional designer to improve online courses for students and faculty of various age groups.

Tutored onsite students majoring in Design and Data Visualization on creative coding with JavaScript.

M.F.A. DESIGN AND TECHNOLOGY

Aug 2017 - May 2019 | New York City, USA

Parsons School of Design | CGPA 3.95/4.0

B.E. COMPUTER SCIENCE AND ENGINEERING

Aug 2006 - May 2010 | Nitte, India

NMAM Institute of Technology | GPA 3.6/4.0

Achievements.

- Chair of DorkShop - a tutoring and skill-sharing student club open to all students of The New School, 2017-18.
- Reached the Top 30 from about 450 ideas at the Global Idea Summit, 'Akamai Wizards', 2014.
- Created **MadeByMAD.design** - my personal design label for graphic designs on t-shirts and merchandise, 2016.
- Topped the Design Thinking evaluation by 'The UX Academy', Infosys, 2012, from 300+ participants across Infosys India, that recognized potential designers.
- Started **Mario's PJ Time** - a stick-figure comic-strip blog of silly jokes on current events, 2012.

Skills.

- Sketch, Invision
- Adobe Suite
- JavaScript, p5, d3
- HTML / CSS
- OO Programming
- Game Design
- Front-End Optimization
- HTTP / DNS