

consultant | designer | innovator

703・895・2106

[www.skhajavi.com](http://www.skhajavi.com)

# education

### University of Virginia (2014 - 2018)

Bachelor of Arts in Economics

Minor in Global Culture + Commerce

### London School of Economics (2017)

Economics of European Integration

# expertise

HCD ・Research ・Federal & State・Dashboards ・Healthcare・ Integrated Eligibility ・ Case Management

# certification

IC Agile ・ IC Agile Facilitator ・ General Assembly UX Design ・Lean Six Sigma Green Belt ・ Adobe Captivate ・

# research skills

User Interviews ・ Requirement Gathering ・ Persona ・ Journey Mapping ・ Ethnographic Research ・ Prototyping ・ A/B &Usability Testing ・ Data Analysis

# design tools

Figma・ xD・ Canva・ Invision・ Wix ・ Adobe Suite・ Piktochart ・ Miro

# general skills

Empathy ・ Marketing ・Branding ・Client Mediation ・Surveying ・ Cross-Team Collaboration & Management

# interests

Interior Design ・ Scuba + Sky Diving

・Travel ・ Netflix ・ Woodwork ・

Yoga + Fitness ・ Popcorn ・ Tetris

# work experience

## Deloitte Design Lead

Sacramento & Remote ・ July 2023 – April 2024

* Promote value-driven and user-centered recommendations from the Research, UX design, and Customer Data and Strategy teams to key stakeholders and business decisions.
* Work with different stakeholders to determine what features to improve upon or add to the product and allocate accordingly to team members across four plus teams.
* Key client-facing member and mediator between various client stakeholders.

## Deloitte Lead Researcher | UX Designer

Denver & Remote ・ July 2022 – July 2023

* Synthesize discovery research into a strategic approach and create deliverables such as strategy briefs and presentation decks.
* Balance business strategy with research insights to generate unique solutions for the clients’ digital needs.
* Collaborate with designers and developers to ensure the design and implementation of the product meets human centered design principles while meeting the vision of the original intention and business goals.

## Accenture Federal Services | Federal Client Interaction Designer

Remote ・ April 2022 – July 2022

* Lead and mentor of design team, to analyze consumer requirements, research best practices, and design top of the line competitive interaction and visual designs for our client.
* Maintain and lead close relationship with client chief executive.

## Accenture Federal Services | Federal Client User Centered Design Consultant | Lead Business Analyst

Remote ・ July 2021 – April 2022

* Client liaison, main point of contact, and/or proxy product owner. Lead Salesforce team in the creation of user flows, personas, and prototypes while translating technical requirements and building user stories.
* Assist leadership with strategic growth and expansion of sales across the account through research insights and actionable recommendations.