

Mrunmayee Bhate

mrbhate4@gmail.com | Phone: +1 (415) 335-2164 | Authorized to work in the US

LinkedIn: <https://www.linkedin.com/in/mrunmayeebhate/> | **Portfolio:** <https://www.mrunmayeebhate.com/>

Service designer with 2+ years mapping end-to-end experiences, facilitating co-design workshops, and turning research into service blueprints and system improvements that stick. Background spans healthcare, AI, and tech with a track record of aligning cross-functional teams around user needs and measurable business outcomes.

EXPERIENCE

Service Designer/UX Designer - Mosaic Design Lab

Jan 2026 – Present

Berkeley, CA

- Designed service prototypes and case study materials for **early-stage** biomedical clients, translating device and diagnostic technologies into clear user-facing narratives that supported acquisition across 6+ engagements.
- Translated **Figma** designs into interactive components and prototype user experiences, leveraging **Cursor AI** to accelerate development.
- Collaborated with researchers, engineers, and leadership to define system flows and communications across grants, product launches, and strategic deliverables.

Service Designer - We Make It Matter

Jan 2025 – Dec 2025

San Mateo, CA

- Redesigned the studio's digital platform as a **design system** and end-to-end service flow, improving operational documentation and team workflows resulting in a **50% increase in sessions**.
- Planned and executed user research studies including interviews and contextual observation, developing personas and journey maps that informed a service redesign increasing session duration by **20%**.
- Conducted competitive analysis and iterative service testing, identifying process gaps and optimizing workflows that improved customer retention by **15%** and made operations more scalable.

Service Design Intern- Laerdal Labs DC

Jun 2024 – Nov 2024

Washington, DC

- Designed and facilitated co-creation workshops with **50+ nursing educators**, developing discussion guides and synthesizing findings into 3 strategic recommendations adopted into the **2025 product roadmap**.
- Created customer journey maps, service blueprints, and frontstage/backstage system diagrams, identifying operational gaps and aligning product and delivery teams around prioritized solutions.
- Developed a standardized research and documentation framework including templates for research plans, synthesis methods, and deliverable formats to support repeatable service design cycles.

UX Design Intern - Mayo Clinic

Mar 2024 – Jun 2024

Savannah, GA

- Conducted **22 user interviews** and analyzed **200 survey responses**, developing personas and journey maps that surfaced systemic pain points across patient and caregiver service experiences.
- Designed end-to-end service flows, storyboards, and process diagrams for a wayfinding feature on the Mayo Clinic app, improving accessibility for **10,000+ daily users**.
- Delivered system-level service recommendations projected to reduce wayfinding confusion by **45%** and increase patient satisfaction by **30%**, presented to engineering and design leadership.

Service Design Intern - BMW

Aug 2023 – Nov 2023

Savannah, GA

- Conducted foundational service research and **15 stakeholder interviews** for an AI-powered virtual assistant, translating findings into 2D/3D prototypes, a 3D environment, and voice and sound design specs.
- Developed current and future-state **service blueprints** to map end-to-end communication workflows, aligning a cross-functional team of **20 designers and strategists** from SCAD and BMW headquarters.
- Facilitated **6 stakeholder co-design sessions**, managing client communications and ensuring design decisions stayed aligned with business goals and user needs under tight timelines.

EDUCATION

Savannah College of Art and Design MFA, Service Design GPA: 4.0 / 4.0 <i>Academic Honors Scholarship</i>	2022 – 2024
Unitedworld Institute of Design BDes, Interior Design GPA: 3.89 / 4.0 <i>Silver Medal Recipient</i>	2017 – 2021

SKILLS

Service Design: Service Blueprinting Customer Journey Mapping System Diagrams Process Design Workshop Facilitation Co-Design Frontstage/Backstage Mapping Rapid Prototyping Usability Testing
Research & Synthesis: User Interviews Surveys Contextual Observation Persona Development Affinity Mapping Qualitative & Quantitative Research Data Visualization Stakeholder Communication
Tools: Figma Miro Sketch Framer Cursor AI Notion Jira Adobe Creative Suite (Illustrator, Photoshop, InDesign, After Effects) Autodesk AutoCAD Google Workspace Microsoft Office

CERTIFICATIONS

AI For Designers Interaction Design Foundation	2026
UX Design Foundations Google Coursera Certificate	2023