

Mrunmayee Bhate

Experience

Mosaic Design Labs- AI Service Designer

Jan 2026 – Present *Berkeley, CA*

- Supported acquisition across 5+ engagements by designing service prototypes and case study materials for biomedical clients, translating complex device and operational workflows into clear user-facing narratives.
- Translated Figma designs into interactive components and prototype user experiences, applying AI For Designers (IDF) training to leverage Cursor AI and accelerate development.
- Partnered with researchers and engineering leadership to translate technical and operational requirements into system flows and strategic communications across grants, product launches, and deliverables.

We Make It Matter- Design Strategist

Dec 2024 – Dec 2025 *San Mateo, CA*

- Increased app session volume 50% by redesigning WMIM's mood-tracking, journaling, and streaks flows as an end-to-end service system, producing operational documentation that aligned design and delivery teams.
- Grew session duration 20% through contextual research and user workshops, synthesizing findings into personas, journey maps, and insight decks that directly informed redesign decisions.
- Improved customer retention 15% and system scalability by mapping current-state workflows, identifying friction points through competitive analysis, and iteratively testing solutions.

Laerdal Labs- Service Design Intern

Jun 2024 – Nov 2024 *Washington DC*

- Facilitated co-creation workshops and stakeholder interviews with 50+ nursing educators, synthesizing findings into 3 strategic recommendations adopted into the 2025 product roadmap.
- Mapped current-state journeys, service blueprints, and operational system diagrams, identifying friction points and aligning product and delivery teams around prioritized solutions.
- Built a standardized research document framework, including templates and research protocols, to support repeatable, cross-functional research cycles.

Mayo Clinic- UX Researcher

Mar 2024 – Jun 2024 *Savannah, GA*

- Conducted contextual inquiry across patient and caregiver touchpoints through 22 stakeholder interviews and analysis of 200 survey responses, surfacing systemic pain points within a complex operational environment.
- Synthesized research findings into personas, journey maps, and insight decks for design and engineering teams supporting 10,000+ daily users.
- Presented research-backed recommendations to engineering and design leadership, projected to reduce wayfinding confusion 45% and increase patient satisfaction 30%.

BMW- Design Researcher

Aug 2023 – Nov 2023 *Savannah, GA*

- Led discovery research including 15 stakeholder interviews to ground an AI-powered virtual assistant in real operational and user needs, translating findings into prototypes and interaction specs.
- Mapped current-state and future-state service blueprints, identifying friction points and workflow inefficiencies across a cross-functional team of 20 designers and strategists.
- Facilitated 6 stakeholder co-design sessions, managing communication across global teams (SCAD and BMW headquarters) to keep research insights aligned with business goals.

Service Designer and Researcher
translating healthcare and AI complexity
into blueprints and journeys teams can
act on.

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Education

Savannah College of Art and Design

MFA Service Design Sep 2022 – Nov 2024

3.94/4.0 *Academic Achievement Scholarship*

Unitedworld Institute of Design

BDes Interior Design Jun 2017 – Jun 2021

3.92/4.0 *Silver Medal Recipient Award*

Skills

Design

Service Blueprinting, Customer Journey Mapping, System Diagrams, Workshop, Facilitation, Co-Design, Frontstage/Backstage Mapping, Rapid Prototyping

Research

Design Thinking, Human-Centered Design, Agile, User Interviews, Surveys, Contextual Observation, Persona Development, Affinity Mapping, Qualitative & Quantitative Research, Data Visualization, Stakeholder Communication

Software

Adobe Creative Suite (Illustrator, Photoshop, InDesign, After Effects, XD), Autodesk AutoCAD, Figma, Cursor AI, Miro, Notion, Jira

Certifications

AI For Designers

Interaction Design Foundation 2026

UX Design Foundations

Google Coursera 2023

Volunteering

TEDx Milpitas, CA

Co-Organizer 2025

I led a team of 12, curated speakers, and coached them to shape their talks, creating a stage for bold ideas and powerful stories.