

Nil Ratan Das

Technical Associate

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Portfolio

With 4 years of industry experience—3 years at Capgemini as a Digital Coach working on Amelia chatbot improvements, and 1 year at Genpact—I combine analytical problem-solving with creative thinking. I've refined chatbot journeys, analyzed user conversations, and collaborated with clients, designers, and developers to drive continuous UX improvements. With a background in engineering, IT service management, and a strong artistic foundation, I design user experiences that are intuitive, purposeful, and visually engaging.

Experience:

- **Technical Associate**

February 2025 - Now

Genpact limited - [Hyderabad, Telengana]

- **Sr. Analyst**

December 2021 - January 2025

Capgemini technology services India limited - [Kolkata, West Bengal]

Skills: Information Architecture (IA), User Research, Usability Testing, User Flow, UX Improvements, Client calls, Collaborate cross functional teams, Sprint

Skills:

- **UX Design Skills:** User research, wireframing, prototyping, user testing, usability analysis, layout design, user-centered design, visual hierarchy
- **UI Design Skills:** Visual design, typography, colour theory, design systems
- **Tools & Technologies:** Figma, Miro, ChatGPT, HTML5, CSS3, JavaScript, VS Code
- **Soft Skills:** Problem-solving, communication, empathy, collaboration, adaptability

Education:

- **BTech in Mechanical Engineering (Year - 2024)** – Swami Vivekananda Institute of Science & Technology
- **Diploma in Mechanical engineering (Year - 2021)** – North Calcutta Polytechnic

Known Language:

English, Hindi, Bengali

Achievements:

Google UX Design Professional Certificate

Python for everyone course

Received two times Internal R&R from Capgemini

Was main SPOC from the team during reverse transition of the project

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