

Ishaanee Pandey

Business Designer
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With 7+ years of experience in Project Management, Business Design and Ops, I am currently studying Strategic Design and Management, to get closer to solving problems that organizations face every day. I am the law graduate who moved to design, to explore beyond the black and white of life as we know it.

Listen. Observe.
Let's bring Chaos to Structure.

Skills

Design Thinking + Service Design

Stakeholder mapping,
Journey mapping,
Ecosystem Analysis
Workshop Facilitation,
Competitive Analysis,
Problem Framing,
Ideation,
Service Blueprinting

Research + Analysis

Observation,
Interviewing,
Shadowing,
Affinity Mapping,
Synthesis

Volunteer Experience

Storyteller: Healthcare Advisory

Association for India's Development '12

Storyteller+Theatre Artist: Legal Aid Advisory

New Delhi Legal Aid Services Cell '11 - '13

Professional Experience

Vertical Lead (Social Acceleration), Innovation Manager,

Vihara Innovation Network, New Delhi Jan '21 - Jul '21

- Designed research plan to relaunch Social Acceleration as a vertical
- Managed innovation research projects for partner organizations
- Crafted ethnographic research plans to conduct research for partner organizations
- Co-authored grant RFPs for healthcare acceleration programs
- Collaborated with the finance team to budget on-going projects and potential proposals

Design Manager,

DLabs Incubator, Indian School of Business, Hyderabad Apr '19 - Jan '21

- Drafted the four-year Innovation and Entrepreneurship Strategy, leveraging offerings of the school, its 11 different research centers, 2 incubators and accelerators and external partner organizations across the globe
- Designed the ISB DLabs Incubation program, a 12-month program funded by Department of Science and Technology, Government of India
- Co-managed partnered acceleration programs such as Climate Solver by WWF, The HealthStart-ISB DLabs Healthcare Accelerator
- Co-managed content and design for website, programs, and social media,
- Managed legal operations

Chief of Staff,

Bold Kiln Services LLP, Delhi NCR Oct '15 - Apr '17

- Managed design and tech teams for internal and client projects
- Drove design, curated content and led relaunching efforts for a weekly newsletter for the Indian Startup Ecosystem (TheStartupWeekly) bringing in more than 200 subscribers within the first week
- Crafted partnership avenues for actors of the ecosystem to collaborate
- Managed Coworking space, office administration and finance for the org.

Assistant Manager, Operations,

Jugnoo, SoCoMo Tech, Chandigarh Jun '15 - Sep '15

- Managed Driver Supply Chain for Tricity Area
- Conducted User Research to redesign business offerings across verticals
- Strategized the development and launch of the Analytics Platform

Consultant, Supply Operations,

Uber Tech, Gurgaon Feb '15 - Jun '15

- Co-created user onboarding for India ops, after conducting user research
- Facilitated and redesigned driver training sessions
- Strategized integration of women as drivers for Delhi NCR region

Student Experience

Consultant

Aspen Institute Business and Society Program, Greater Philadelphia '22

- Conducted Ethnographic Research to understand the Worker Voice Gap
- Co-created a 6 week program, to address the challenge immediately, in the United States

Consultant

Philips Innovation Campus, Bengaluru '19

- Led the Service Design initiative to map Customer Service for the Innovation Campus catering to the Indian Subcontinent (5 countries,) capturing more than 12 different teams and more than 200 employees, 12+ technical challenges, 5+ operational challenges
- Facilitated the first open co-creation workshop with 20+ representatives of the Customer Service Team to design 10 potential solutions
- Assisted the Studio Director with multiple national and global Innovation Strategy workshops
- Conducted Design Research for 3 innovation projects for HealthWorks Accelerator

Research Assistant

Dr. Amit Kundal, ISDI-Parsons, Mumbai '19

- Assisted in Curriculum Redesign - PG Diploma - Design and Innovation
- Led research, content creation and marketing initiatives for digital platforms for the program

Education

MS Strategic Design and Management

Parsons School of Design, The New School '21 - '23

Design Research, Sustainability, Speculative Design

PG Certificate - Design and Innovation

Indian School of Design And Innovation, Parsons School of Design '17 - '18

Systems Thinking, Service Design, Design Research

B.A., LL.B. (Honors)

Amity Law School, Delhi, Guru Gobind Singh Indraprastha University '09 - '14

Criminal Psychology, Alternative Dispute Resolution, International Commercial Laws