

Dr. ATCHAYAA KRISHNAN

HUMAN-CENTERED DESIGNER FOR HEALTHCARE

CONTACT

Website – atchayaakrishnan.com

☎ +1(737) 326 6322

✉ krishnanatchayaa@gmail.com

in [linkedin.com/in/atchayaakrishnan](https://www.linkedin.com/in/atchayaakrishnan)

EDUCATION

Master of Arts (MA) in Design Focused on Health

July 2023 – May 2024

The University of Texas at Austin
Austin, Texas

Bachelor of Medicine and Bachelor of Surgery (MBBS)

July 2016 – July 2021

Pondicherry Institute of Medical Sciences

Pondicherry, India

SKILLS

User Research

Service & System Design

Human-Centered Design Thinking

Storytelling

Anthropology of Design

Business in Design

Illustration /Data Visualization

Design Futures

Bedside manners

Medical Ethics

FRAMEWORKS

System Mapping

User Journey Mapping

Service Blueprint

Ecosystem Mapping

Empathy Mapping

TOOLS

Adobe Suite

Photoshop

Miro

Procreate & Sketch

Canva

ACHIEVEMENT

[Named as a Student to Watch 2024 by GDUSA](#)

PERSONAL STATEMENT

Drawing upon my background as a General Physician, I bring a deep understanding of healthcare dynamics, patient needs, and the intricacies of care delivery. This practical insight, coupled with my design expertise as a Human centered designer, allows me to craft solutions to create empathetic, efficient, and user-centred healthcare products that improve health outcomes and empower individuals.

PROFESSIONAL EXPERIENCE

M.A in Design Focused on Health at UT Austin | July 2023 – May 2024 | Austin, Texas

- Enrolled in a 10-month graduate program specializing in advanced human-centered design research methods within the healthcare and community-centred domain, aiming to innovative tools and services that improve healthcare delivery and foster the well-being of individuals.
- Worked with multiple stakeholders in healthcare projects implementing user-centred design principles and successfully implmenting the design outcome.
- Proactively engaged in every phase of the design process, from meticulous user research to ideation, prototyping and comprehensive user testing.

Clinical Rotatory Residency | July 2021 – July 2022 | Pondicherry, India

- Facilitated over 50 daily consultations as an Intern Doctor in diverse clinical and surgical specialties, honing a deep understanding of patient needs.
- Independently executed minor procedures, including IV-line placement, urinary catheterization, Ryles tube insertion, wound debridement, suturing, and dressing.
- Actively participated in open surgeries and closely observed endoscopic and laparoscopic procedures, demonstrating a comprehensive understanding of surgical processes.
- Engaged in patient care within COVID-19 wards, conducting COVID-19 screening tests and adapting to dynamic healthcare challenges.
- Collaborated with multidisciplinary teams in the Emergency Department and Critical Care Unit, contributing to patient-centered care and treatment plan development.
- Demonstrated exceptional bedside manners, approaching patients with empathy while adhering to stringent medical ethics.

PROJECTS

Austin Age Friendly Ecosystem | January 2024 – Present | Capstone Project | Dell Medical – Department of Health Equity, City of Austin

- Applied user-centric design and Design thinking methodologies, to understand the needs and preferences for fostering intergeneration connections within the community of Austin.
- Successfully navigated the Institutional Review Board (IRB) Process, ensuring ethical consideration in the design research process.
- Presented the opportunity areas and concepts to the client clearly and worked on building a System-level concept and strategies for revamping the Austin City Hub online platform for older adults.

End-of-life Planning | October – December 2023 | UT, Austin

- Researched and identified barriers to completing Advanced Directives among adults aged 18+ years old through one-on-one interviews with users SMEs and various Design research methods.
- Successfully implemented user-centric design principles, service design tools and framework collaborating with stakeholders and conducting user testing for the exhibit prototype.

Digital Application for the elderly population | September 2023 | UT, Austin

- Worked on a fast-paced 6-day challenge to create a prototype of an accessible and user-friendly social app for elderly adults using design thinking tools.
- Addressed the challenges posed by advancing technology to empower and engage older adults by facilitating secondary research and one-on-one interviews with the stakeholders.
- Co-created digital design intervention by rapid prototyping and iterating with user feedback which gave confidence in social connection for older adults.