

OLIVIA GAMADANIS

SERVICE DESIGN & DESIGN RESEARCH

oliviagamadanis.com

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EXPERIENCE

Design Intern | November-December 2019

Bridge Innovate, Chattanooga, TN

- Created a client toolkit centered around customer journey mapping to be used for presentations and workshops both virtual and physical.

Design Research Intern | June-August 2019

IBM, Austin, TX

- Worked in a team to create a unique diabetes-based service and app offering for a client in the healthcare space in India.
- Arranged and conducted interviews with several patients and stakeholders across the world.
- Provided extensive research insights that would be a foundation for the solution.

Pharmacy Technician | 2016-2018

Lacey Drug Company, Acworth, GA

- Packed medications for patients in long-term care facilities.
- Handled time-based decisions efficiently while keeping organization in a fast-paced environment.
- Assisted manager with software programs and workflow solutions.

ADDITIONAL EXPERIENCE

Service Designer | January-March 2020

SCAD x Future Health

- Worked with directors and designers from ten companies in the healthcare industry.
- Researched patient needs through interviews and surveys.
- Created multiple solutions to address four key problems found through research.

Social Media Engagement Officer | 2019-2020

Service Design Network, SCAD, Savannah, GA

- Created content covering service design events on and off-campus on social pages for club activities.
- Planned and coordinated events with guest speakers and made itineraries.

EDUCATION

Savannah College of Art and Design, Savannah, GA

BFA Service Design, 2020

Minor in Photography

SKILLS

Software

- Sketch
- Miro
- Figma
- Adobe Creative Suite
 - Illustrator
 - InDesign
 - Photoshop
 - Lightroom
 - XD

Design

- Design Research
- Service Blueprinting
- Visual design
- Journey mapping
- Ecosystem Mapping
- Human-centered design
- Surface & textile design
- Affinity Mapping
- Storytelling
- Personas
- Systems Thinking

Certifications

- IBM Blockchain Essentials
- IBM Enterprise Design Thinking Practitioner

Professional

- Easily manages multiple tasks
- Well organized
- Quick & logical thinker
- Sociable