



KEYUR PATEL

EXPERIENCE

Smith & Nephew

Jan 2025 - Present

Operational Technology Engineer II

- Owned end-to-end discovery, requirements synthesis, information architecture, and initial delivery of OT Library, designing the foundational UX structure and content models for a centralized internal platform cataloging manufacturing applications across global sites and shipping a v1 foundation
- Led user-centered design and workflow optimization for enterprise SaaS applications used by manufacturing, quality, and engineering teams across global sites, translating operational needs into intuitive user flows and interface designs.
- Conducted cross-functional discovery and usability analysis with operators, engineers, and IT partners to identify workflow friction, cognitive load, and adoption barriers in digital manufacturing tools.
- Designed and iterated wireframes, interaction flows, and interface concepts for web and tablet-based applications, balancing usability, security, data integrity, and compliance constraints.
- Established and standardized UX patterns and interaction guidelines to improve consistency, accessibility, and scalability across internal digital platforms

Smith & Nephew

Jan 2023 - Dec 2024

Digitization Engineer I

- Supported the digitization of manufacturing and quality workflows by translating manual processes into digital applications and dashboards used across multiple global sites.
- Collaborated with manufacturing, quality, and engineering teams to define system requirements, data architecture, and user workflows for internal tools.
- Contributed to agile development efforts, supporting sprint planning, backlog refinement, and validation activities for user-facing applications.
- Evaluated and implemented data visualization and IIoT-enabled solutions to improve how users access, interpret, and act on operational data.
- Contributed to initiatives projected to deliver \$300K-\$500K in annual cost savings and 20-30% reductions in task time through improved system efficiency and usability.

Insulet Corporation

Sep 2021 - Dec 2021

Supplier Engineer Co-op

- Improved internal workflows by analyzing manufacturing and supplier data to identify process inefficiencies and support data-driven decision-making across engineering teams.
- Led root-cause and process improvement initiatives that reduced material and supplier costs by approximately 20%, working cross-functionally with quality and manufacturing stakeholders.

EDUCATION



Bentley University

Waltham, MA

M.S. in Human Factors in Information Design

Jan 2024 - Dec 2025



Wentworth Institute of Technology

Boston, MA

B.S. in Biomedical Engineering

Sep 2018 - Aug 2022



Framingham, MA



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SUMMARY

Design-minded professional specializing in developing intuitive workflows and user experiences for complex enterprise systems. Background in human factors and biomedical engineering, with experience translating technical and operational constraints into clear, user-centered interfaces through cross-functional collaboration. Motivated to build accessible, intuitive products through first hand exposure to users facing language and technology barriers.

SKILLS

- Figma
- Information Architecture
- Jira
- SaaS Platforms
- Usability Testing
- Wireframing & Prototyping