

OLIVIA GAMADANIS

SERVICE DESIGN AND DESIGN RESEARCH

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EXPERIENCE

AdventHealth Innovation Lab, Orlando, FL — *Design Researcher*

MARCH 2021 - PRESENT

- Lead design researcher for the Innovation lab planning and moderating focus groups, 1:1 in-depth interviews, observations and ethnography, surveys, and other qualitative methods with patients and staff on executive-sponsored projects for all Central Florida hospitals.
- Facilitating workshops with participants ranging from executive leadership to frontline staff to co-create on projects impacting ER experience, palliative and supportive care, company partnerships, and onboarding.
- Presenting research reports to executive teams leading to pilot and implementation of projects including reimagining the ER experience using concepts developed from ethnography, staff and patient interviews, concept testing, and bodystorming with frontline staff, since been implemented in a high-use ER and served over 28,000 patients within a 4 month period.
- Moderating interviews and focus groups with frontline staff leading to the development of a new onboarding experience co-created with multiple departments as well as a robust childcare benefits program with the goal of differentiating the company as an employer and increasing nurse retention.

Bridge Innovate, Chattanooga, TN — *Design Intern*

NOVEMBER 2019 - DECEMBER 2019

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

IBM, Austin, TX — *Design Research Intern*

JUNE 2019 - AUGUST 2019

- 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 design solution.

EDUCATION

Savannah College of Art and Design, Savannah, GA

B.F.A. Service Design

2016 - 2020

ADDITIONAL EXPERIENCE

SCADpro x Future Health — *Service Designer*

A 10-week SCAD sponsored collaboration with ten companies in the healthcare industry to understand patient needs and create solutions based on extensive research.

SCAD Service Design Network — *Social Media Engagement Officer*

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.

SKILLS

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

CERTIFICATIONS

- Master Moderator Certification from the RIVA Master Moderator Certificate Program™ (In Progress)
- Certificate of Completion in "Fundamentals of Moderating", "Facilitating - Practical Tools", and "Qualitative Analysis and Reporting", from the RIVA Training Institute
- IBM Enterprise Design Thinking Practitioner