

BHAGYASHREE GHARAT (Bhagu)

MA. Design Management Graduate, *Lancaster University 2024*

Lancaster, UK +44 7767829870 bhagugharat3@gmail.com [LinkedIn](#) [Website](#) IELTS: Band 8

I hold a Master's in Design Management (Distinction) from Lancaster University and a Bachelor's in Interior Design from Coventry University. My background blends research, process design, and digital solution development, with experience in startup environments where adaptability and customer focus are key. I bring a strategic, user-centered approach to problem-solving and am excited to contribute to innovative teams and services, supporting customer success through clear communication, process optimisation, and continuous improvement.

WORK EXPERIENCE

Sales Guide - EE

(June 2025 to Present)

- Translating customer needs into clear insights and solution directions.
- Using active listening to turn client needs into tailored successful orders.
- Collaborating to refine strategies and elevate the service experience
- Applying adaptability and strategic thinking to improve user journeys.

Technical Consultant - Centre for Digital Innovation, *Lancaster University* | Client: UAP (Universal Atmosphere Processing UK LTD)

(December 2024 to March 2025)

- Design ideation and visualisation of innovative technical solution for investor pitches.
- Inter-departmental communication for research and technical details for an informed immersive visualisation of the service-product. Pitching developed visualisations to the client.

Internship - Cyber Foundry, *Lancaster University* | Client: UAP (Universal Atmosphere Processing UK LTD)

(July 2024 to September 2024)

Same as above

Freelance 3D Visualiser

(September 2020 to September 2023)

- Successfully communicated and pitched to potential Real Estate Developer clients to secure projects.
- Ideated designs in collaboration with clients and chartered deliverables and timelines for the project.
- Developed 3D Visualisation packages (web viewing platforms) for large scale residential development projects, providing end-to-end customer service and client handling; fostering Business acumen.

Design Theorist at Mothership Future Cities Laboratory (MFCL - Start-Up), India

(August 2020 to June 2023)

- Researched and Developed products and services to be pitched in a growing Start-up environment.
- Developed project work-flows and timelines to automate scalability for client and business success.
- Managed project life-cycles and mapped out delivery milestones.
- Handled communication between varied stakeholders and clients.
- Worked actively within innovative design processes including creation of low - fidelity prototypes on Figma, digital twins, generative algorithms for urban planning (site study, regional rules), virtual sales-kits, NFT concepts and creation of a white paper for in-house Metaverse for investor pitches.
- Constantly developed skills within the digital sector, software, business development and admin.

Junior Interior Designer at ANJ Turnkey Projects + The Canvas, India

(November 2018 to August 2020)

- Conducted client Research for commercial interior projects.
- Graphically Articulated the company identity into design conceptualisation and Ideation.
- Successfully managed communication between departments.
- Successfully delivered client presentation to convert pitches into live projects in fast-paced environment handling multiple projects at the same time.

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EDUCATION

Lancaster University, United Kingdom (*October 2023 – September 2024*)

M.A. Design Management – Distinction 74.56%

Thesis: "What obstacles do Metaverse building organisations face while adapting to Metaverse Marketing strategies in India?" | Contemporary Issues in Design - Digital Realm (Literature on Implications of Dual Identity through Avatars in Metaverse) | Design Management | Design Research Methods | Business Development and Pitches | Business and Design | Client Handling

Raffles Design Institute, Singapore (*July 2017 – July 2018*)

B.A. Hons In Interior Design – Upper Second Class

Raffles Design International, Mumbai (*July 2015 – June 2017*)

Diploma In Interior Design

LEADERSHIP ACTIVITIES

Exhibition Assistant, *Lancaster University* (*March 2024*)

ACADEMIC REPRESENTATIVE, *Lancaster University* (*2023-2024*)

STUDENT AMBASSADOR, *Lancaster University - LICA* (*2023-2024*)

RAFFLES Graduation Show, *Volunteer* (*June 2017*)

CERTIFICATIONS

Innovation Through Design: Think, Make, Break, Repeat (*September 2022*)

Authorized by *The University of Sydney* through Coursera

- Use of design as a way of thinking to provide strategic and innovative advantage within a profession.
- Translation of processes and tools of design thinking into innovative opportunities.

SKILLS

Software

SketchUp (*Proficient*) | Lumion (*Proficient*) | Enscape (*Advanced*) | Rhino 3D (*Proficient*),
Grasshopper (*Proficient*) | Photoshop (*Advanced*) | InDesign (*Advanced*) |
Illustrator (*Intermediate*) | After Effects (*Proficient*) | Filmora (*Advanced*) |
ArcGIS (*Intermediate*), Excel (*Proficient*) | AI ChatBot Creation (*Intermediate*)

Soft Skills

Customer Engagement / Service | Communication | Teamwork & Collaboration |
Time Management | Organisation | Attention to Detail | Problem-Solving &
Initiative | Technical & Digital Proficiency | Administration + (*Trello*) | Adaptability

REFERENCES

David Perez | Lancaster University
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Anshuman Roy | MFCL
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