Matteo Remondini
Product-Service System Design

Matteo blends his experience in design & strategy to bring in a flexible approach to product, service and business innovation. As a seasoned researcher he relies on a varied toolkit to discover untapped opportunities and validate new propositions efficiently. Bringing people together he fosters broad alignment and creative problem solving.

At frog he worked with clients such as Lego, British Government, Ocado, Barclays, HSBC, Elekta.
Prior to that he established and led Service Design at Shelter, the largest British housing and homelessness charity, where he focused on improving the service given to people in urgent need.

He's passionate about tackling complex problems, understanding human behaviour, and instigating regenerative practices.

Work

APR 2023 - CURRENT | UK & EU, REMOTE

BlueLayer - Climate tech venture
Product & Service Design consultant [contract]

› Building software for developers of high-quality carbon credits alongside a stellar team of climate & tech leaders.

FEB 2022 - JAN 2023 | UK & EU, REMOTE

Taxfix - Financial wellbeing unicorn scale up
Product & Service Design lead [contract]

› Overhauled the product-service strategy for a new market & led research, workshops, stakeholders' engagement.
› Responsible for product design activities - such as leading the launch of new features with cross-functional teams, coaching peers and transforming ways of working.

MARCH 2020 - FEB 2022 | LONDON, UK

frog (previously Idean) - Global design studio
Senior Service Designer

› Crafted a visionary experience of an end-to-end medical treatment through detailed storyboards, prioritised journeys and applicable experience principles for a global healthcare leader.
› Developed a human-centered Innovation Lab for the British Government, focusing on innovative solutions for complex societal problems.
› Mapped the ideal employee experience through qual research, personas development and low-fi prototype testing for a leading online retailer.
› New venture in the space of financial services for tenants : developed solid service principles and visualised complex system flows and operational processes.

JAN 2017 - FEB 2020 | LONDON, UK

Shelter UK - Leading housing and homelessness charity
Senior Service Designer

› Led a multidisciplinary team & built solid relationships with senior management, colleagues & users through research, ideation, piloting, implementation & monitoring of a portfolio of product-services.
› Increased efficiency of the emergency helpline service by 20%, launched Shelter's most visited web page.
› Led strategic and co-creation workshops, personas creation, user journey & system mapping sessions.
› Managed Service and UX Design projects adopting Agile methods including backlog management, prioritization criteria, risks and dependencies assessment in a Scrum team.

GiveSmart - Fundraising technologies for non-profit organizations

UX Designer [contract]

Flairtech - New venture in the fashion-tech industry

Service Designer

Eunova - Digital platform for hairstyles

UX & communication designer [side project]

Education

d.MBA

Design MBA - Business education for designers

MSc in Product Service System Design

Polytechnic University of Milan

› Service design, Design Thinking methods, anthropology & ethnographic research, Business innovation.

BSc in Communication Design

Polytechnic University of Milan

› Branding, Editorial Design, Sociology, Web Design, Typography, 3D Modelling.

Key skills

› Strategic & Systemic Thinking

› Understanding & Detailing E2E Experiences

› Devising & facilitating Workshops

› User Research - Qualitative & Quantitative

› Service Vision & Principles Definition

› UX & Interaction Design

› Information Architecture & Design Systems

› Operational Understanding

› Brand Design & Strategy

› Tech Understanding & familiar with front-end development : HTML, CSS & elements of JS

› Pilot Design, Management & Assessments

› Extensive experience with computer software : Currently Figma/FigJam, Miro, Notion

Interests

› Background in fine dining including work experiences within Michelin Starred restaurants.

› Geeky about music and interested in a multitude of topics within humanistic, technical and scientific fields.

› Mentoring motivated individuals within underprivileged communities & giving talks on Service Design.

Languages

Italian Native proficiency   **English** Full working proficiency   **Spanish** Proficient