



Inside the Portfolio System

Two real pages from the system, exactly as they appear in the full download. The complete system is seventeen guides plus editable Word templates, ₹499.

90 sec

How long a first read of your page really lasts

1 choice

A visible rejected option outweighs ten final screens

3 parts

Problem, decision, evidence — in that order



A worked example

Making a crowded queue readable again

INTERNAL TOOL / 2024 / SHIPPED

My role: interaction design and testing | Team: 1 PM, 4 engineers, 1 researcher | 9 weeks **1**

Support agents were missing escalations because the queue sorted by creation date and showed every case the same way. We rebuilt it around status and next action. **2**

CONTEXT AND CONSTRAINT

The queue served 40 agents across two shifts. No backend changes were available in this release, so the work had to fit existing data and permissions. **3**

WHAT WE LEARNED

WORKFLOW
MAP / 6
CONTEXTUAL
INTERVIEWS

Agents re-sorted the queue manually before every shift, which meant the default order was wrong for everyone.

Three failure points caused most missed escalations: silent reassignment, unclear ownership, and no visible deadline. **4**

THE DECISION

TWO
DIRECTIONS
COMPARED
SIDE BY
SIDE

We tested a filter-first direction and a status-grouped direction. Filters tested faster for power users but left new agents lost, so we grouped by status and kept filters secondary. **5**

OUTCOME AND WHAT IS STILL OPEN

Seven of eight agents completed the escalation task unaided, against four of eight on the baseline. Shift-level impact has not been measured yet; that check is scheduled. **6**

1 Role before story

Role, team shape and duration sit at the top. The reader calibrates before reading a single decision.

2 The problem in one breath

Two sentences that a stranger can follow. No scrolling required to understand the point.

3 A named constraint

The limitation that shaped the work. Constraints are what make design decisions readable as decisions.

4 Findings, not opinions

Specific behaviour from a stated method. Not "users were confused".

5 A rejected option

Showing what you did not pick, and why, is the single strongest credibility signal.

6 An honest ending

Bounded evidence plus what remains unknown. Far more convincing than a rounded-up number.



The scope is declared



- Role, team, duration and status appear before the narrative. A concept labelled as a concept is respected; a concept dressed as a launch is not.
- “Internal tool / 2024 / Shipped. My role: interaction design and testing.”
 - Would a reader know what I personally did?
 - Have I labelled concept work honestly?



Portfolios that never say what the designer actually owned.

Stay Connected

Want the full system? Seventeen guides, a worked example, a research toolkit, a nine-criteria rubric, four ATS CV templates and the Figma source.

I regularly share insights, breakdowns, and real experiences from working in design.



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