Liju Vadakke Perumanamveettil

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User Experience Design Leader | AI & Agentic Experience Strategist

Specialized in AI, NLP & XAI driven UX design, including agent-assisted experiences, combining user research, interaction design, and usability to create intuitive, human-centered solutions.

19+
total years of experience

Experience

User Experience Manager - Cognizant Technology Solutions
March 2021 - Present | Mississauga, Ontario - Canada

I lead the design of AI-powered, human-centered and agent-assisted experiences across Natural Language Processing (NLP) and Explainable AI (XAI) platforms. Partnering with product leaders, data scientists, and engineers, I translate complex AI models into intuitive and transparent user interactions. I facilitate AI-driven discovery and design workshops, guiding teams through research, concepting, prototyping, and validation. My focus is on creating inclusive, explainable, and human-in-the-loop experiences that inspire user confidence and support ethical AI adoption. I guide designers and build a culture that blends creativity with agent-enabled AI innovation.

Lead User Experience Designer - Cognizant Technology Solutions
November 2014 - March2021 | Louisville, Kentucky - USA

I transformed complex clinical workflows and member data experiences into intuitive, human-centered solutions through deep user research and thoughtful design. My work spanned from wireframes and prototypes to high-fidelity visual designs and detailed specifications, ensuring clarity and usability at every stage. I designed for Care Manager and Medical Director workflows, simplifying clinical review and coordination processes, and leveraged NLP-powered insights to enhance data interpretation, efficiency, and decision-making. My expertise included Responsive Web Design (RWD) and extensive Usability Testing to optimize performance across devices and user roles. Additionally, I mentored and guided UX designers, fostering a culture of collaboration, innovation, and design excellence.

Senior User Experience Designer - Cognizant Technology Solutions
May 2010 – November 2014 | Kochi, Kerala - India

I translated complex business requirements into intuitive, user-centered designs that balanced aesthetics with functionality. My experience includes mobile applications across the retail, logistics, and hospitality domains, and Microsoft SharePoint portals within life sciences and enterprise environments. I delivered comprehensive UX designs and wireframes aligned with business goals and user needs, enhancing usability and optimizing workflows through iterative design and research-driven insights.

Senior User Interface Designer - Mabventures LLC
April 2009 - April 2010 | Kochi, Kerala - India

I led end-to-end website design and development, ensuring visually engaging and high-performing results. My work included custom websites and CMS platforms such as WordPress and Joomla, where I applied user-centered design principles and collaborated closely with clients to deliver intuitive, cohesive experiences. My expertise in conceptualization, design, and front-end development resulted in seamless, responsive digital experiences that delivered measurable impact and value.

Expertise

Research and Strategy
Experience Mapping
User Interviews
Personas
User Flows
Heuristic Evaluation
Accessibility Evaluation
Usability Testing
Surveys
Competitive Analysis
Product Analytics

Design
Sketching & Wireframing
Interaction Design
Prototyping
Visual Design
Information Architecture
Design Systems
Responsive Web Design

AI Experience Design
UX for AI, NLP & Agentic AI
Agent-assisted User Flows
Data Labeling
Explainable AI (XAI)

AI & LLM Platforms
ChatGPT
Claude
Gemini
Perplexity

Tools
Figma
Axure RP
Adobe XD
Adobe Photoshop

Technical Skills
Salesforce Lightning
HTML, CSS & JavaScript
Cloud Platforms: Azure
Agile Tools & Methods: Jira, Miro

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Senior User Interface Designer - Vanilla Networks Pvt Ltd
August 2006 - April 2009 | Kochi, Kerala - India

I specialized in crafting fast-loading, SEO-optimized user interfaces for e-commerce and CMS-based websites. My work included visual design and front-end development using HTML and CSS across diverse domains. I created wireframes, high-fidelity visuals, interactive prototypes, and detailed specifications aligned with project objectives. I also delivered creative design solutions encompassing branding, website layouts, and logo design, ensuring cohesive visual identity and seamless user experiences. My approach focused on building responsive, performance-driven designs that enhance usability and engagement across platforms.

Senior User Interface Designer - Aufait Technologies Pvt. Ltd.
August 2005 - July 2006 | Kozhikode, Kerala - India

I designed and developed responsive web user interfaces for airline, real estate, commercial, and retail domains, creating visually engaging and functional experiences that aligned with business goals. Using HTML, CSS, JavaScript, and jQuery, I built interfaces compliant with W3C web standards and optimized for cross-browser and multi-device compatibility. My process combined user research with intuitive interaction design to deliver scalable, high-performing UIs. I also created Flash-based animations and interactive elements, enhancing visual storytelling and user engagement.

Achievements

Bronze Award
UX Hackathon - 2021
Cognizant

Gold Award
Customer Focus - 2020
Cognizant

Gold Award
Customer Focus - 2019
Cognizant

Education

Multi Media Specialist
Arena Multimedia - India | 2003 - 2004

Bachelor of Commerce
University of Calicut, India | 2000 - 2003

Certifications

Human Factors in AI
Coursera | Credential ID TH6245DCVGX2

Human-Computer Interaction - HCI
Interaction Design Foundation | Credential ID 64935-2020-341164

UX Management - Strategy and Tactics
Interaction Design Foundation | Credential ID 64935-2020-341125

Conducting Usability Testing
Interaction Design Foundation | Credential ID 64935-2019-315629

User Experience: Research & Prototyping
Coursera | Credential ID QH4D29VAKYNU

A selection of brands I've worked with