

Principal UX / Product Designer | AI & Agentic Experience Strategy | XAI

I design and lead end-to-end product experiences for complex systems across data-intensive and AI-enabled platforms.

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, conceiving, 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 - March 2021 | 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, Figma Make

Axure RP

Adobe XD

Adobe Photoshop

Technical Skills

Salesforce Lightning

HTML, CSS & JavaScript

Cloud Platforms: Azure

Agile Tools & Methods: Jira, Miro

● 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.

Education

Multi Media Specialist

Arena Multimedia - India | 2003 - 2004

Bachelor of Commerce

University of Calicut, India | 2000 - 2003

A selection of brands I've worked with

Humana

abbvie

Abbott

SCHNEIDER

MAGGIANO'S
LITTLE ITALY

الطيران العماني
OMAN AIR

Levi's®

Achievements

Bronze Award

UX Hackathon - 2021
Cognizant

Gold Award

Customer Focus - 2020
Cognizant

Gold Award

Customer Focus - 2019
Cognizant