Naveen

UX Design Leader | Enterprise UX Strategy | AI-Powered Experiences | Product Leadership

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PROFESSIONAL SUMMARY

UX and product design leader with 17 years of experience across enterprise platforms, financial services, and digital products. Experienced in defining UX strategy, leading design teams, simplifying complex journeys, and translating business needs into measurable outcomes.

Combines strategic leadership with hands-on product development, design systems, user research, and AI-powered experiences. Works closely with business, product, engineering, and leadership teams to improve customer experiences and deliver scalable solutions

CORE SKILLS

UX Leadership: UX Strategy, Design Vision, Team Leadership, Mentoring, Stakeholder Management, Design Governance
Product & Experience: Product Discovery, User Research, Usability Testing, Journey Mapping, Information Architecture, Service Design, Conversion Optimization
AI & Technology: AI-Powered Experiences, Conversational UX, LLM-Based Workflows, Rapid Prototyping, Design Systems, Cross-functional Delivery

SELECTED CAREER IMPACT

Business Cost Reduction: Re-architected KONE's technical documentation into visual-first instructions, reducing word volume by nearly 90% and saving millions in localization costs.
Platform Modernization: Helped HeyMath avoid multi-crore redevelopment costs by transforming legacy learning content into a scalable, device-independent framework.
UX Team Leadership: Led a six-member UX team, introducing review practices and delivery standards that improved team velocity by 40%.
Product Growth: Led a mutual fund platform redesign, improving registration task completion by 25% in a comparative usability study with 50 participants using Userlytics (2024).

PROFESSIONAL EXPERIENCE

SENIOR MANAGER – UX | HCLTech (Previously Guardian India Operations) | May 2024 - Present

- Lead UX strategy for enterprise insurance servicing and claims platforms, simplifying complex customer and operational workflows.
- Partner with Product, Engineering, Business, Legal, and Compliance teams to shape product direction and experience priorities.
- Drive end-to-end UX delivery, from research and discovery to prototyping, validation, and engineering implementation.
- Establish reusable UX standards and design-system practices to improve consistency across enterprise experiences.
- Mentor designers and explore AI-assisted workflows to improve design and product delivery.

TECHNICAL LEAD - UX | Inspirisys Solutions | November 2022 - May 2024

- Led a six-member UX team and introduced a reusable design system to improve UI consistency and delivery efficiency.
- Redesigned a mutual fund registration journey, improving task completion by 25% in usability testing with 50 participants using Userlytics.
- Designed an enterprise sentiment analysis system that achieved a 76% detection rate for negative user signals within 24 hours.
- Led UX delivery for BFSI clients and supported pre-sales proposals, solution design, and client presentations.

PRODUCT DESIGNER | HeyMath! | September 2012 - October 2022

- Modernized 1,500+ digital learning modules, achieving 90% device compatibility.
- Developed a scalable, device-independent framework, helping avoid multi-crore redevelopment costs.
- Reduced lesson bounce rates by 35% through research-led UX improvements.

EARLIER EXPERIENCE

Lionbridge Technologies & Magna Infotech | Sep 2009 – Sep 2012

- Worked on enterprise technical communication and visual experience design, including global engineering documentation for KONE Elevators.

INDEPENDENT AI PRODUCT

VIEWFIX | AI-Powered Creator Intelligence Platform | www.viewfix.app

- Developed an AI-powered product to help YouTube creators improve titles, thumbnails, and content packaging.
- Defined product strategy, user journeys, pricing, and MVP priorities through market research and creator interviews.
- Integrated YouTube metadata with Claude-powered analysis through Supabase Edge Functions and refined the experience through user feedback.

TOOLS AND METHODOLOGIES

Design: Figma, FigJam, Adobe Creative Suite, Miro

AI & Development: Claude, ChatGPT, Cursor, Lovable, Supabase, GitHub, Vercel

Delivery: Jira, Confluence, Agile Collaboration, Design Systems, Prototyping

EDUCATION

B.Sc. Visual Communication - Annamalai University | **Diploma in Animation Engineering (DAE) -** Arena Multimedia