

PUSHPAKANTHAN NARENDRA

Senior Product Designer | UX Lead | AI Product Designer

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SUMMARY

Strategic UX Leader with 13+ years designing 15+ enterprise products for Fortune 500 companies, consistently delivering 30%+ AI adoption increases and 20%+ efficiency gains across healthcare and analytics platforms. Led design teams of up to 20 across 50+ organizations, scaled enterprise design systems (150+ components, 6 products), and specialized in Explainable AI and human-in-the-loop product experiences.

SKILLS

Technical Skills: Figma, Axure RP, Adobe XD, Miro, Jira, Confluence, AWS, Azure, Google Cloud

Domain Expertise: Healthcare Analytics & Life Sciences, Banking & Financial Services, Oil & Gas Engineering

EXPERIENCE

Senior Product Designer / Strategic UX Lead

Axtria

2021 – Present (Contract through March 31, 2026)

- Designed and deployed tiered AI agent layer (S&T Agent, IC Health Check) reducing manual insight generation from 5 days to 4 hours while maintaining human validation and editability across 50+ life sciences organizations—demonstrating measurable AI product impact and human-in-the-loop design expertise.
- Increased AI feature adoption by 30%+ by architecting trust-centered Explainable AI (XAI) experiences incorporating uncertainty communication, user override mechanisms, and failure recovery states for pharmacovigilance signal detection, patient segmentation, and HCP-targeting analytics workflows.
- Led end-to-end product design and UX strategy for 6+ enterprise healthcare analytics and life sciences SaaS platforms, partnering with Chief Product Officer, Data Science, and Engineering leadership to define design direction across portfolio serving 500+ enterprise users and 50+ life sciences organizations.
- Built and scaled enterprise design system supporting 6+ concurrent SaaS products with 150+ reusable components, design tokens, and interaction patterns (filters, tables, dashboards, AI insight cards, validation states, approval workflows) to accelerate development velocity and ensure consistency across portfolio.
- Reduced support escalations by 20% and improved workflow efficiency by 35% through strategic redesign of enterprise dashboards, data visualization hierarchy, analytical controls, and core task workflows for healthcare and commercial analytics end-users.
- Established design research practice spanning user interviews, journey mapping, and usability testing with end-user stakeholders to inform product roadmap decisions and validate design direction across 50+ organizations.

Lead UX Consultant

ITC Infotech

2016 – 2020

- Led enterprise design team of 20 designers across digital transformation programs for Fortune 500 clients (Erste Group Bank, Sutter Health, Baker Hughes GE, Qatar Airways) translating complex regulatory and operational requirements into scalable applications supporting 3,000+ concurrent end-users per project.
- Designed complex engineering workflows for Baker Hughes GE (WPDE — Well Planning & Design Engineering) serving 3,000+ users: reduced workflow steps by 35%, eliminated 30% of design/development rework through design system integration, designed 40 screens across 6 workflows, and delivered 10 new reusable components—demonstrating ability to drive measurable enterprise outcomes.
- Directed UX strategy and discovery research for Erste Group Bank's customer-support transformation, establishing product vision and serving as primary design authority for roadmap decisions affecting 3,000+ support agents across 6 regions (Austria, Romania, Croatia, Hungary, Serbia, Czech Republic).

- Established and scaled design governance practices across 5 industries (Oil & Gas, Banking, Healthcare, Aviation, Insurance), creating standardized design documentation and component libraries that reduced future design rework by 30% and accelerated time-to-design by 25%.
- Improved usability and adoption for Sutter Health through iterative testing and evidence-based design refinement of dashboards, transactional workflows, and approval processes across clinical, operational, and administrative user groups.

Senior Interaction Designer

Sasken Technologies

2014 – 2016

- Designed consumer and B2B user experiences for Samsung's kids' gaming division and embedded hardware interfaces for sensor and semiconductor design, spanning mobile applications and firmware-level control systems serving 500K+ users—establishing foundation in multi-domain UX and complex technical constraint management.
- Created comprehensive interaction design specifications, wireframes, and high-fidelity prototypes for hardware-adjacent products, balancing consumer accessibility with engineering complexity across diverse skill levels and industrial environments.
- Conducted usability evaluations and user testing with consumer and engineering audiences, identifying interaction patterns and design improvements that informed iterative product refinement for gaming and industrial control applications.

EDUCATION

Bachelor of Fine Arts, Applied Arts

Karnataka Chitrakala Parishath

Bachelor of Commerce

Dr. C.V. Raman University

AWARDS & CERTIFICATIONS

Google UX Design Professional Certificate

Google

UX Certification

Interaction Design Foundation