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Lead Product Designer with **6+ years** of experience across travel, telecom, and enterprise workflows, most recently leading UX across MakeMyTrip's Holidays, Tours & Attractions, Visa, and Cruises funnels. Experienced in designing complex booking systems, post-sales journeys, **AI-assisted expert tools**, partner integrations, payment flows, and **design-system automation**. Strong focus on **systems thinking, scalable UX, AI-native workflows, and developer-ready design execution**.

Experience

Lead UX Designer | MakeMyTrip, Bangalore

Holidays, Tours & Attractions, Visa, Cruises

Aug 2025 – May 2026

- Owned UX across **Holidays, Tours & Attractions, Visa, and Cruises**, designing complex booking, post-booking, partner-integration, payments, growth, and internal expert workflows across B2C/B2B travel journeys.
- Led UX for **Seller Assist, an AI-powered quote creation platform** for Holiday Experts, translating HE research into guided requirement capture, personalized itinerary recommendations, match-scored cards, destination intelligence, component-level nudges, and CRM-linked quote modification flows.
- Designed high-complexity Holidays funnel upgrades including **Maldives as a Hotel, split-stay room selection, split flight responses, leg-level flight changes, nearby-airport handling, enriched flight metadata**, Booking Push/MyTrips improvements, and hybrid Cash Collection checkout.
- Owned UX for **Rail Europe integration** across Holidays and T&A, enabling API-driven Rail Pass and P2P train flows through Rails transfer handling, CMS configuration, station-distance metadata, age-based pricing, and post-booking readiness.
- Led T&A growth and trust initiatives including **Reviews & Ratings**, AI-generated review summaries, **Activity Streaks, gift-card reward logic**, and hotel review-page cross-sell widgets to improve decision confidence and repeat booking opportunities.
- Owned UX for **MMT Visa experiences**, improving active booking cards across MyTrips/funnel states and later designing the **Atlys partner handoff with legacy booking support**, redirect/error states, and enriched post-sales visa summary cards across app, desktop, PWA, and SEO flows.
- Built **AI/design-system tooling for the department**, including an **AI-ready design-generation workflow, a Cursor-built Figma Text Color Auditor plugin for T&A design QA**, and **Gemini-powered internal tools** that improved design consistency, developer handoff, and team adoption.

Personal Venture / Professional Development

Off-Grid

Dec 2024 – Jul 2025

- Independent travel and personal development, achieving a **mid-way Level 2 APPI Paragliding certification** at Temple Pilots, Pune.
- Upskilled in emerging tech by designing a front-end retro gaming website and engineering custom DIY electronics, including an **AI-enhanced wearable** and a low-power IoT water monitoring system.

Lead Product Designer | Jio Platforms, Hyderabad

JioMeet and JioEva

Apr 2022 – Nov 2024

- Led concept design and stakeholder pitching for **6 strategic initiatives**, including JioMeet 3.0, JioSpace, McJio, Virgin Mobiles super app, JioMeet Viral Loop, and JioMeet Enterprise, securing leadership approval for development.
- Redesigned key JioMeet in-app experiences, including Picture-in-Picture, **reducing window size by 82.5%** and improving usability during screen sharing based on educator feedback.
- Improved overall **user satisfaction by 90%** and **reduced task errors by 85%** through targeted UX improvements in meeting and screen-sharing workflows.
- Mentored designers and interns on experience design, design systems adoption, and execution quality, strengthening team design capability.

Senior Product Designer | Jio Platforms, Hyderabad

JioMeet

Apr 2021 – Apr 2022

- Spearheaded the JioMeet website overhaul across desktop and mobile platforms, contributing to **30+ new enterprise clients, 47% DAU growth, and 22% increase in web app meetings**.
- Contributed critical feedback and improvements to **Jio Design System 2.0**, strengthening component robustness, scalability, and product consistency.
- Owned dashboard design across critical internal and business-facing workflows, ensuring UX consistency and supporting frequent product updates.

Product Designer | Jio Platforms, Hyderabad

JioEngage, JioMeet, JioEva, JioStream, JioChargeIt

Jul 2019 – Mar 2021

- Designed and contributed to **25+ products** and features across mobile, web, feature phones, smart TVs, and internal enterprise tools.
- Independently designed **5+ internal dashboards** for analytics, support, sales, and operations teams, improving **operational efficiency by 35%**.
- **Created scalable UI patterns and interaction flows** for diverse contexts, from consumer-facing experiences to internal tools.

UX Intern | Merck India, Mumbai

Merck Strategy Department

May 2018 – Jul 2018

- **Applied user research and design thinking** to improve an internal strategy dashboard used by business teams.
- Delivered redesigned desktop and mobile dashboard concepts approved for development, improving information access for **50+ users**.

Senior Interaction Designer | Prophesys LLP + Octagon Networks FZCO, UAE

CallsCard [Freelance]

Mar 2023 – Apr 2023

- Designed and developed a single-page website for CallsCard, improving product communication and digital presence.
- **Built a live OCR web app** for business-card digitization, reducing a multi-step physical-to-digital workflow to **under 1 minute** and **improving process efficiency by an estimated 96%**.

Team Lead | Techxcore Solutions Pvt Ltd, Thiruvananthapuram

Embedded Systems

Jan 2016 – Jun 2017

- **Led development of XMOR**, an AIoT public transport infotainment system combining public awareness content and commercial advertisements; inaugurated by the Kerala Health Minister.
- Designed and implemented IoT systems for eHealth Kerala, KELTRON, and the Indian Institute of Handloom Technology, **improving operational efficiency by 88%**.

Education

IDC School of Design, IIT Bombay

Master of Design (M.Des), Interaction Design

2017 – 2019

Mohandas College of Engineering & Technology, Thiruvananthapuram

Bachelor of Technology (B.Tech), Electrical and Electronics Engineering

2010 – 2014

Skills

Design

Product Design, UX Strategy, Interaction Design, Visual Design, Design Systems, Information Architecture, User Research, Market Research, Data-driven Design, Usability Testing, Accessibility, Storyboarding, Micro-interactions, Data Visualization, Rapid Prototyping

Tools

Figma, Adobe XD, Photoshop, Illustrator, Procreate, Concepts, Lottie, Fusion 360, KeyShot

AI & Prototyping

Claude, Gemini, ChatGPT, Cursor, Claude Code, Codex, HTML, CSS, JavaScript, Tailwind CSS, Three.js, GSAP, MotionJS

Hardware / Physical Computing

Arduino, Raspberry Pi, Edge Impulse

Awards

Star Award 2022 | Jio Platforms

For extraordinary performance & ownership mindset in the JioMeet Design team.