

# JAGRUTI KAPADIA

PRODUCT DESIGNER

## EXPERIENCE

### META | MENLO PARK, CA

SENIOR PRODUCT DESIGNER | DEC 2019 - PRESENT

#### Supply Chain Fulfillment & AI

- Designed end-to-end Custom Orders web and mobile app for prescription smart glasses orders for consumers in store and 0-1 Store Manager web app to enable Meta retail stores management for store managers; cross-collaborated with Meta's cross-platform design system teams (XMDS) for custom pattern contributions, partnered closely with Product, Engineering, Legal & Privacy to align ambiguous concepts with roadmap priorities
- Lead AI-first product design across complex enterprise fulfillment workflows in Command Center, authoring action patterns, cross-product handoff guidance, and human-in-the-loop experiences for supply chain decisions
- Lead design strategy for AI-driven vision for Order Control Tower for order fulfillment, including human-in-the-loop review, escalation paths, and audit-friendly decision flows to support explainability and operational confidence; adopted as H1 roadmap, shipped earlier this year and influenced 3 downstream PRDs for H2

#### Safety & Workspaces

- Led design for 10+ mission-critical tools used by Meta global safety, security, and campus teams across executive/threat safety, protection management, and incident workflows
- Lead design across complex platform-agnostic employee-facing enterprise workflows (badging, visitor management, people safety, desk reservations, campus operations) used by tens of thousands of employees

#### Leadership / Recognition

- Design mentor in Women in Design and Odyssey mentorship programs within Meta
- Manage product design interns; led intern review and feedback process
- PD hiring panel and peer-recognition programs across EP
- Accessibility lead in EP org, authored an AX playbook for AX standards and guidelines

### SAP LABS | PALO ALTO, CA

SENIOR USER EXPERIENCE DESIGNER | MAR 2016 - DEC 2019

- Led end-to-end design for SAP Sales Cloud Retail Execution, shipping 0-1 products & major improvements that reduced cycle time and improved sales
- Developed annotated low, medium, and high fidelity design assets demonstrating multiple concepts
- Led end-to-end design for Machine Learning concepts for Sales that increased adoption and significantly improved AI quality through better human oversight and feedback loops
- Synthesized input from engineers, PMs, UX/VX designers, and researchers for testing
- Created prototypes and detailed design specifications for implementation; mentored designers and interns
- Selected for SAP Silicon Valley Next Talent rotation program; prior rotations included iOS Wallet for Enterprise and Conversational AI

## PREVIOUS EXPERIENCE

### BARCLAYS | NEW YORK, NY

UX AND TECHNOLOGY INTERN | MAY 2015 - AUGUST 2015

- Created branding assets for the Global Design Team
- Shipped improvements for their trading web app with close XFN partnership

### INTRALINKS | BOSTON, MA

UI/UX INTERN | MAY 2014 - DECEMBER 2014

- Partnered closely with product/eng to design a document-collaboration web app, shaping strategy and deliver e2e execution from concept to launch

#### EARLIER UX INTERNSHIPS

L&T Infotech, Birla Urja Pvt Limited | MUMBAI, IN

- Native mobile app design and branding

## TOOLS

VSCODE  
CLAUDE CODE  
FIGMA AI/MAKE  
FIGJAM  
CURSOR  
CHATGPT  
MIDJOURNEY  
MANUS  
REPLIT  
LOVABLE

## DESIGN-TO-CODE

REACT  
TAILWIND  
NEXT.JS  
TYPESCRIPT  
STORYBOOK

## SKILLS

VIBE CODING  
UX/SYSTEM THINKING  
FUNCTIONAL PROTOTYPING  
AI WORKFLOW BUILDING  
DESIGN SYSTEMS  
INTERNAL TOOLS  
VISUAL EXPLORATION  
PRODUCTION COLLABORATION

## EDUCATION

NORTHEASTERN UNIVERSITY  
MS IN CS - HCI | GRADUATED 2015

Key Partnerships -

- MIT App Inventor design with Google
- Community Service web app design with Union Capital Boston

NMIMS UNIVERSITY

B-TECH | GRADUATED 2013