

SURAJ CHIPLUNKAR

Denver Metro Area • 812.369.8185 • sugochip@gmail.com • www.linkedin.com/in/surajchip • www.surajchip.com

SENIOR USER EXPERIENCE DESIGNER

Designing AI-powered enterprise platforms at global scale – bringing humanity-focused innovation to product design

Senior UX Designer with deep expertise in enterprise SaaS, generative AI, and accessibility-driven product design across global B2B platforms serving 10K+ organizations. Defines product vision, leads end-to-end UX delivery, and synthesizes research into measurable outcomes and societal impact. Equally talented at driving strategic development and tactical execution. Offers leadership that enables seamless collaboration with cross-functional teams across product lifecycle.

Gen AI Innovation at Scale: Architected generative AI vision for Oracle Integration Cloud, reducing automation build time 35% and driving 5% subscription growth across 10K+ enterprise customers.

Patent-Winning Accessibility Design: Pioneered Direction Unlock gestural smartphone unlock for blind users at Samsung, as patented invention shipped on Galaxy flagship devices worldwide.

Published Researcher & Grantee: Secured \$25K Mozilla research grant to develop non-speech audio UX for screen readers; work was published at CHI and adopted internationally by developers serving blind users.

CORE SKILLS

- Generative AI UX Design
- Enterprise SaaS Design
- AI Toolchain and AI tools
- Product Vision & Strategy
- User Research & Synthesis
- HCI & Usability Testing
- End-to-End UX Delivery
- Design Systems
- Cross-Functional Leadership

PROFESSIONAL EXPERIENCE

Oracle, Inc. | Remote, Colorado, USA

2020-2026

Global enterprise software leader; Oracle Integration Cloud automates business processes for 10K+ mid-to-large organizations.

Senior UX Designer, Oracle Integration (2022-2026): Deliver end-to-end UX leadership for enterprise B2B automation platform, reporting to VP Design. Own product vision, design strategy, user research, and production-ready delivery across multi-release roadmap.

- **Crafted generative AI product vision** enabling 73% AI-powered user effort reduction; drove 35% decrease in automation build time and 5% subscription growth across platform customer base.
- **Designed project-based asset organization** across 4 phased releases, increasing message readability 12% and establishing Oracle as market leader in enterprise integration space.
- **Built context-aware chat assistant** handling 200+ utterances at launch, scaling to 500+; cut support requests 11% and achieved 80% repeat usage among platform users.
- **Pioneered dual-cycle UX planning model** (vision + release delivery), resolving 3-4 years of product fragmentation and establishing cohesive design culture across cross-functional teams, leading to better quality and product-market fit.
- **Conducted exploratory research** independently (outside formal role scope), synthesizing insights into value-effort matrix that shaped 18-month product documentation strategy and attained 100% compliance with automation code.

UX Designer, Oracle Integration (2020-2022): Executed UX design across integration platform features from requirements through polished design execution and UX audit, reporting to Director of Design.

- **Redesigned adapter endpoint configuration** from 7-page wizard to streamlined 3-page flow, slashing configuration time 23%, reducing errors 3%, and cutting support tickets 7%.
- **Enabled build-as-you-test capability**, reducing time-to-test 15% and activation errors 13% while preserving context within integration canvas throughout debugging cycle.
- **Modernized UI from OPass to JET 19**, reducing custom code from 40% to 20% and boosting standards-compliant component use to 80% across product.
- **Led card-sorting UX research** with 15 global participants to redesign navigation, reducing path depth 33% and boosting task efficiency 29%.

ESRI (Environmental Systems Research Institute) | Redlands, California, USA

2019

World's leading geospatial intelligence platform powering enterprise GIS analytics globally.

UX Architect Intern, ArcGIS Online: Redesigned Create Item menu for ArcGIS Online enterprise platform through user research, concept validation, and high-fidelity delivery across 3-month internship.

- **Surfaced 6 geospatial data options** within redesigned Create Item menu, cutting decision time from 2+ minutes to under 1 minute and boosting discovery of 5 related ESRI products.
- **Validated 2 design concepts** with 12 participants at ESRI user conference, converting insights into research-driven improvements that elevated usability and user satisfaction.

Samsung Research & Development Institute | Bangalore, India & Suwon, South Korea **2013-2017**

Global R&D division of Samsung Electronics.

UX Designer – Samsung Bixby Voice Assistant – Galaxy S9 (2015-2017): Designed end-to-end voice UX for Samsung Bixby, enabling hands-free smartphone interaction for Galaxy S9 global launch.

- **Architected 180+ context-aware, proactive, and natural conversation flows** enabling hands-free smartphone usage across core tasks, including reminders, calendar, gallery, and search.
- **Analyzed voice command patterns** and user intent variations, planning multi-branch dialogue flows that anticipated follow-up needs and reduced voice interaction failures.

Lead Engineer – Samsung Galaxy S6 & S8 (2014-2015): Led and mentored 5 interns across 3 accessibility features, spanning Color Correction for color blindness, Universal Switch for mobility impairments, and enhanced TalkBack gesture interactions; oversaw scoping, prototyping, and IP submission.

- **Guided intern team** from concept through working prototype and internship report; 4 of 5 interns earned full-time Samsung offers across engineering teams.
- **Produced 3 intellectual property** submissions through intern program, including 1 patent approved and shipped on Galaxy flagship device.

Senior Engineer – Samsung Galaxy S4 & S5 (2013-2014): Championed full product lifecycle of Direction Unlock, as patented gestural unlock mechanism for blind users, from UX research through Android development and launch.

- **Conceived Direction Unlock** after researching how blind users interact with smartphones and legacy lock mechanisms; proposed 4 concepts and validated through usability testing.
- **Built Android framework prototype** independently, exhaustively tested, and presented concept in South Korea; championed adoption until feature shipped on Samsung Galaxy.
- **Secured patent** (US20160042172A1) for eyes-free gestural smartphone unlock, enabling blind users to secure devices without fixed screen interaction or biometric dependency.

IBM India Private Limited | Pune, Maharashtra, India **2011-2013**

Global technology services company.

Associate Systems Engineer – Smart Meter Analytics: Developed Java-based smart meter read analytics dashboard for IESO Canada, transforming raw meter data into actionable insights to prevent SLA breaches and penalty exposure.

- **Proposed, developed, and tested smart meter dashboard** surfacing data processing status, breach risk warnings, and troubleshooting recommendations for IESO Canada client.
- **Cut SLA breaches 50%** and saved IBM \$180K in penalties, securing IESO Canada contract renewal that had been at risk.

EDUCATION

Indiana University, Bloomington

Master of Science, Human-Computer Interaction & Design

National Institute of Engineering, MYSORE

Master of Computer Applications

ADDITIONAL CREDENTIALS

Patent: Accessible Device Unlocking via Touchscreen Gesture | US20160042172A1

Mozilla Research Grant Recipient: Non-Speech Audio in Screen Readers | \$25,000 | 3-Year Study

CHI 2019 Publication Finalist: Drawxi — Accessible Drawing Tool for STEM Education (Glasgow)