

EXPERIENCE

UX Designer, Platform and Tools | Vanguard

April 2025 - Present

- **Transformed workflows** for 10K+ internal personal investment team by defining AI-assisted tools that augmented crew capabilities, streamlined call handling and simplifies complex operational flows.
- **Reduced Average Handling Time by 36%** (11 → 7 mins) through the design of **IVR Summary**, an AI-generated call recap that eliminated 1 - 2 mins of rediscovery per call and drove **20 - 40% uplift in crew productivity**.
- **Saved 5–10 mins per call** with **Post-Call Summary**, an AI after-call summary generation that automated documentation and freed up focus time, **yielding \$1.5M in annual value in 2025**.
- Led design for **Relationship Summary & Next Best Action**, an intelligent assistant that surfaces client history, recommends nudges, and strengthens trust-based client interactions.
- Partnered with product, data science, and engineering to translate complex AI capabilities into transparent and explainable experiences for **regulated financial services and environments**.
- **Scaled design systems** and standardized reusable conversation patterns, improving design velocity and interface consistency across enterprise platforms.

UX Designer, Web Platform & Digital Experience | Blum Center, UC Berkeley

Sep 2022 - April 2025

- **Led design** for the Center's website and article ecosystem, creating digital experiences that served as the Center's primary public voice.
- Redesigned the article section with relevance-based search, dynamic filters, and scannable layouts, spotlighting the Center's work and **driving a 30% increase in discoverability and a 16% boost in engagement**.
- Led **end-to-end UX strategy** from user interviews and accessibility testing to feature launch, partnering with faculty, marketing, and technical teams to align design goals with institutional objectives.
- **Elevated institutional accessibility standards**, raising compliance from **63 → 95 (WCAG A & AA)**, making the Center's digital ecosystem more inclusive.

Software Engineer & Product Designer, Enterprise Platform and Tools | Microsoft

June 2018 - July 2022

- **Led dual roles as Engineer and Designer** on a Dynamics 365 internal and operations tool used in global datacenter commissioning, improving commissioning speed by 40% and reducing cash flow cycles from 11 → 6 days.
- Owned **0→1 design of complex high-stakes workflows** for critical observability, audit visualization, approval systems, and document handling, reducing bottlenecks by **15%** and improving performance by **20%**.
- **Influenced product direction and secured global adoption** by aligning stakeholders across engineering, product, and leadership in the Americas, EMEA, and APAC through prototypes and storyboards before development cycles.
- **Implemented Fluent UI design system** across internal tools to ensure visual and functional consistency, reducing design debt and streamlining development.

EDUCATION

University of California, Berkeley | Master of Design, Human-Computer Interaction (HCI), Dec 2023

Cochin University of Science and Technology, India | B.Tech, Electronics and Communication Engineering, April 2018

SKILLS

UX Strategy: AI-Assisted UX, Enterprise Applications, Data-Driven Decision Systems, Workflow Mapping

Craft: Prototyping, Information Architecture, Interaction Design, Accessibility

Research & Validation: Mixed-Methods Research, Usability Testing, A/B Testing, Journey Mapping, User Interviews

Technical: Figma, HTML/CSS/JS, React, Dynamics 365, Fluent UI, Agile Environments