

ZOHAL USMANI

Senior Product Designer

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Summary

Senior Product Designer with 7+ years of experience in web and mobile applications across cybersecurity, fintech, and public sector platforms like the City of Toronto and CAMH. Skilled in WCAG-compliant UX, scalable design systems, and cross-functional work. Designed 2FA flows and fraud prevention tools, and leveraged AI tools like Claude, ChatGPT, and Lovable to accelerate workflows. Focused on simplifying complex systems and delivering accessible, high-clarity user experiences in Figma.

Experience

Senior Product Designer

McAfee | November 2025-Present

- Lead end-to-end 20+ UX/UI design for in-chat consumer product flows experiences across mobile, desktop, improving how users resolve security issues through guided support interactions.
- Leverage Claude Code to rapidly prototype chat journeys, validate conversational logic, and streamline design iteration for emerging guided support experiences.
- Improved 10+ user journeys and chat-based issue flows by simplifying information architecture, reducing friction in support interactions, and creating intuitive, user-centered experiences that increase clarity and task completion

Senior Product Designer

Asigra | June 2022-November 2025

- Redesigned enterprise-level for a SaaS B2B cybersecurity platform, improving security, streamlining onboarding, and enhancing enterprise security with integrations for Salesforce, Monday, and Jira, increasing user adoption by 30% user growth and \$120K revenue increase.
- Scaled a comprehensive token-linked design system, improving UI consistency and boosting development speed by 10%.
- Initiated research and user testing procedures using Pendo to track customer behaviour and feedback, yielding enhanced user experiences and boosting user satisfaction ratings by 35%.
- Integrated AI tools (Lovable, Bolt, Claude) into design ops to cut research and documentation time and standardize process.

Product Designer

Royal Bank of Canada | April 2020-June 2022

- Designed and implemented 2FA, improving security and reducing fraud by 20%. Collaborated with security teams to ensure a seamless authentication flow, enhancing account safety.
- Led the end-to-end design of debit and credit card fraud investigation internal tools, reducing resolution time by 50% and saving \$200K in fraud-related costs. Conducted usability testing to refine workflows and optimize user interactions.
- Improved a multi-platform design system, ensuring WCAG compliance and improving accessibility across web and mobile. Standardized UI components to create a cohesive experience across platforms.

Education

UX Academy

Designlab - 2019

Utilizing user experience and user interaction principles to solve real world problems through human-centred design.

UX Design Program

George Brown College- 2018

Completed intensive UX design programs focused on research, prototyping, and accessibility

Skills

Design Tools

- Figma
- Figjam
- Framer
- Illustrator
- Photoshop
- InDesign
- Mixpanel
- Mural
- Miro
- Userlytics
- Zeplin
- Stark
- HTML/CSS (for visual handoff)
- CMS

AI Tools

- Research & Ideation: ChatGPT, Claude, Dovetail, Figma Make, Google Stitch
- Prototyping & UI Generation: Lovable, Bolt

Collaboration & Workflow

- Jira
- Trello
- Notion
- Pendo
- Confluence

Awards

Performance Award

RBC | 2021