sk | Sujay Kumar

Product Designer | Mumbai, India

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Product designer with 5+ years of experience working with cross-functional teams and solving complex problems. Proven track record of driving innovation in building platforms, SaaS applications, and ed-tech. Excels in systems thinking and scaling design systems that have enabled and empowered teams. Ready to bring a blend of strategic insight and creative problem-solving to a leadership role focused on impactful, user-first design, balancing business and technology.

Work Experience

Visiting Faculty — MIT-WPU, Pune, IN

11/2024 to present

Design Mentor — Designerrs Academy, Mumbai, IN

05/2024 to present

Sr. UX Designer — Biz2X, Noida, IN

12/2024 to present

SAAS end-to-end Lending stack for the Indian market

- Built **reusable patterns** for creating configurable customer onboarding and loan applications journeys for any loan type, reducing client onboarding time and boosting sales.
- Leading the **transition from SAAS to Al agentic solutions** that empower clients to build tailored products in real-time.

Sr. UX Designer - JioTesseract, Mumbai, IN

04/2023 to 11/2024

XR Platform (SDK, OS, System applications)

- Led the design and development of a family of multi-modal interactions, resulting in a **consistent experience** across interaction types for users and developers.
- Spearheaded the design of an XR SDK toolkit, resulting in reduced app **development time** and facilitating **cross-platform consistency**.
- Developed comprehensive **design foundations** for immersive UI, motion & transitions, and patterns that standardized XR UI principles in the ecosystem.

Mixed Reality Learning and Development enterprise solution

- Designed a no-code content creation module for easy adoption of XR in existing L&D practices. HR onboarding pilot achieved a 28% boost in new hire satisfaction.
- Developed an activity-based XR learning experience with advanced tracking and insights,
 enhancing learner retention.

Sr. UX Designer — BRND STUDIO, Mumbai, IN

03/2020 - 03/2023

Amazon Prime Studios

 Automated due date calculations for localization materials, improving timelines and enabling localization managers to make timely interventions, leading to increased delivery efficiency.

BYJU'S MentorConnect

- Created a chat-based mentorship with the existing on-call infrastructure.
 - ☐ Reduced max wait time for customers from 15 minutes to under 3 minutes.
 - $\ \square$ Enhanced Mentor's interface, resulting in $\mathbf{3x}$ productivity.
- Built solutions for **personalized mentorship** at scale (1 mentor to 600 students) that boosted student performance, engagement, and retention.
- Implemented low-cost solutions that increased daily engagement on MentorConnect from
 9 minutes per week to 23 minutes.

Suraksha Central enterprise product suite for social surveying and auditing

- Devised a scalable brand strategy and a design system for a suite of products.
- Saved an annual **expenditure of ₹3.3M** on Analytics by implementing a free and scalable data viz. dashboard for the Women and Child Departments of 7 States.
- Built SafCa, a tool to periodically audit Child Care Institutions in India in 4 languages under 10 parameters of the Juvenile Justice Act.

Education

B.Des., IIT Bombay

2015-2019

Course Overview

 User-centered design generalist with a focus on interaction design.

Internship @ Platify.co

- Designed a product that bundles e-commerce services.
- Simplified recharge and bill payments with GoCharge.

Hostel Design Secretary

Institute Placement Coordinator

Skills

Technical Skills

- Rapid Prototyping Inclusive Design
- Information Architecture• Research
- Usability Testing Customer Journey
- Design System & Foundations

Tools

- Figma Adobe Creative Cloud Al tools
- Miro• Sketch• FigJam• Microsoft 365
- \bullet Google workspace \bullet HTML \bullet CSS \bullet JS

Leadership Skills

- Roadmap Planning Team Mentorship
- Stakeholder Communication
- Cross-functional Collaboration
- Product Development Process
- Project Management

Organizational accolades

Received the "Rising Star" award within 3 months of joining for extraordinary contribution at Biz2X

Awarded "Go that extra mile" twice for exceptional contributions to the team at JioTesseract.

"Early bird" award for a quick transition to the team at JioTesseract.