YOGESH MALIK

Principal UX Architect | Senior Product Designer | Enterprise & AI Experience Design

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PROFESSIONAL SUMMARY

Principal UX Architect and Senior Product Designer with 16+ years of experience, including 12+ in UX and enterprise design. Proven record delivering accessible, user-centered products across SaaS, commerce, government, workforce, legal tech, and AI platforms driving 52% sales uplift, 55% engagement growth, 40% fewer user errors, and 30% reduced training time. Expert in WCAG 2.1 AA accessibility, design systems, governance, and Human-AI interaction.

SELECTED INNOVATION — L&T INFOTECH, JUNE 2026

Silicon Mind: Semiconductor-Aware Agentic AI Factory, selected through L&T Infotech's innovation program. An agentic AI framework that applies semiconductor-domain context to automate engineering workflows.

CORE COMPETENCIES

- UX Vision, Strategy & Design Roadmap
- Customer Journey Mapping & User Flows
- Usability Design & Interaction Design
- UX Discovery & Design Thinking Workshops
- Design Standards, Guidelines & Reusable Components
- Accessibility (WCAG 2.1 AA, GDS)
- Design Presentation & Storytelling
- User-Centered Design Advocacy
- AI Experience & Human-AI Interaction
- UX Architecture & Information Architecture
- Wireframing, Mockups & Interactive Prototyping
- Usability Testing & Heuristic Evaluation
- Requirement Gathering & UX Consulting
- Design Systems, Governance & DesignOps
- User Research & Persona Development
- Stakeholder & Executive Management
- Enterprise SaaS & B2B Commerce
- Agile / Scrum Delivery

PROFESSIONAL EXPERIENCE

Principal Architect — User Experience Design 01/2026 – 09/2026

Intelliswift – an LTTS (L&T Technology Services) Company – Pune, India

Project: Neura Belden BHVA — Belden HI Vision Virtual Assistance (GenAI multi-agent)

- Defined the UX vision and design roadmap for the platform, translating early AI agent concepts into 4 distinct end-to-end user journeys (General, Redundancy, Network and VLAN agents), designing interaction models around clarity, trust-building and progressive disclosure of complex AI capability.
- **Defined 6 flagship features with technical specifications**: Predictive Issue Resolution, Cost Optimization Engine, Compliance Automation, Cross-Agent Orchestration, Knowledge Transfer Mode and Root Cause Analysis 2.0.
- Developed and maintained reusable design components and documented design standards and guidelines for an experimentation-first AI environment semantic accessibility, responsive grid layouts and clear component structure enabling rapid POC iteration.
- Presented design concepts, prototypes and trade-offs in non-specialist language to product owners and engineering leadership, ensuring design feasibility and successful implementation.

Associate Architect — User Experience Design 05/2019 – 09/2025

Capita India PLC – Pune, India

Evolution of Sales (EOS) — B2B Commerce, 2024–2025

- Led end-to-end Salesforce transformation, automating quoting workflows and lifting projected sales by 52%.
- Facilitated requirement-gathering sessions with business users and product owners, then designed customer journeys, user flows and Figma/XD prototypes that cut order fulfilment time by 35%.
- Ran user interviews, usability tests, heuristic evaluations, raising satisfaction by 28% and reducing support tickets by 40%.
- Integrated designs into Salesforce B2B Commerce, ensuring component consistency and platform performance.

Lead Experience Designer — Capita.com Global Website Redesign, 2022–2023

- Redesigned the Capita.com UI and interaction flow, improving usability scores by 40% and cutting navigation time by 25%.
- Integrated Workday job search with an LCNC Drupal platform, enabling direct applications and increasing conversion by 35%.
- Built and maintained an enterprise-wide design library of reusable components with documented usage guidelines, adopted by 15+ designers across 5 teams and reducing design inconsistency by 60%.
- Presented design concepts and recommendations to investors, senior management and end users, owning stakeholder management across concurrent programs.

Lead UX/UI Designer — AXELOS, UK Government Programme, 2019–2022 · London, UK (onsite) & Pune

- Delivered a full UX audit and heuristic evaluation of a government platform serving 50,000+ students, identifying 25 critical usability and accessibility issues.
- Redesigned mission-critical interfaces to GDS standards with responsive design, increasing page engagement by 55% and reducing user errors by 40%.

1. Led discovery workshops with UK Government stakeholders and created personas, customer journey maps and information architecture for a global launch targeting 100,000+ users across 15 countries.
2. Delivered WCAG 2.1 AA compliant designs meeting UK Government accessibility requirements embedded onsite in London for a 3-month assignment.

Lead Experience Designer 07/2018 – 02/2019

AbsenceSok — Pune, India

FMLA Software & Absence Leave Management

- Mapped end-to-end user journeys for a multi-tenant absence management system, cutting user training time by 30% and support tickets by 20%.
- Delivered wireframes and high-fidelity prototypes for an application serving 10,000+ employees.
- Embedded with engineering in agile sprints, achieving 95% design-to-development accuracy.
- Lifted user satisfaction from 3.2 to 4.5 out of 5 within the engagement.

Senior UX/UI Designer 01/2014 – 06/2018

Harman Connected Services — Pune, India

Project: Consilio eDiscovery

- Led end-to-end migration of a legacy desktop application to a modern web platform for 5,000+ legal professionals.
- Designed workflows matched to real eDiscovery processes, reducing user errors by 40% and processing time by 25%.
- Implemented a validation system and instructional design that decreased support requests by 35%.
- Created scalable design patterns and reusable components adopted across 8 modules of the eDiscovery suite.

Earlier Career

- Senior UX Software Engineer — Synechron, Pune, India (12/2011 – 07/2014) · UX Software Engineer — Cybage Software, Pune, India (12/2009 – 07/2011) · Usability Analyst — Pure IT, Pune, India (08/2007 – 11/2009). Front-end and usability engineering across banking, insurance and product-engineering clients — the foundation for later enterprise UX architecture work.

TECHNICAL SKILLS

Design Tools: Figma, Figma Make, Adobe XD, InVision, Adobe Creative Cloud (Photoshop, Illustrator).

UX Deliverables: Personas, customer journey maps, user flows, task flows, wireframes, mockups, interactive prototypes, information architecture, heuristic evaluations, usability test plans, design guidelines.

Front-End & A11y: HTML5, CSS3, JavaScript (basic), Bootstrap 5, WAVE, Lighthouse, Axe DevTools.

AI & Agentic Tooling: Claude & Claude Code, Microsoft Copilot, Google Gemini, Uizard, multi-agent orchestration (crewAI), prompt engineering, AI browser agents.

Methodologies: Agile/Scrum, User-Centered Design, Design Thinking, Service Design, Lean UX, WCAG 2.1.

Collaboration: Workshop facilitation (Miro, FigJam), Jira, Confluence, Slack, Microsoft Teams.

EDUCATION & CERTIFICATIONS

B.Tech, Computer Science — College of Hi-Tech Engineering, Pune (Dnyaneshwar Vidyapeeth), India2002 – 2006.

AI & Agentic Systems (2025–2026): DeepLearning.AI: Building AI Browser Agents, Multi AI Agent Systems with crew AI, AI Agents for Image and Video Generation, **Claude Code**: A Highly Agentic Coding Assistant, Anthropic: Introduction to Claude Cowork, Introduction to Subagents. **AWS**: Generative AI Applications Specialization, AWS Services for AI Solutions, AI Fundamentals and the Cloud. **IBM**: Generative AI for Project Managers Specialization, **Generative AI**: Prompt Engineering Basics. **Vanderbilt University**: Agentic AI and AI Agents. A Primer for Leaders. **Google**: Gemini Beyond the Chatbot, Use AI Responsibly, upGrad + Microsoft: Generative AI Foundations.

UX, Research & Accessibility: Interaction Design Foundation (EQF Level 7): Human-Computer Interaction (HCI), User Research Methods and Best Practices, Conducting Usability Testing, Design Thinking & Service Design, AI for Designers, Creativity Methods to Design Better Products and Services, Agile Methods for UX Design. LinkedIn Learning: Using AI for UX Design and Research, Performing User Experience Audits.

Product & Delivery: Certified Scrum Master (CSM) — Udemy, AI Product Manager Explorer · Foundations of Project Management — Google.

LANGUAGES

English — C2, Proficient (listening, reading, writing, speaking) · German — A2, actively continuing toward B1

AWARDS & RECOGNITION

- Innovation Idea Selected — L&T Infotech (June 2026): "**SiliconMind — Semiconductor-Aware Agentic AI Factory.**"
- Capita PLC — Fearless Innovation Award (2025, company-wide recognition for innovation excellence); Centre of Excellence Award (2021, 2022, 2023 — three consecutive years); Pat on the Back Award (2020, 2021, 2024, 2025 — exceptional contributions to design excellence).

ADDITIONAL INFORMATION

Work preference: Open to onsite, hybrid and remote arrangements. · Preferred locations: Pune, Hyderabad, Bangalore, Noida (PAN India).