

Mahender Kommaganti

+91 8688880678 | mahender.uxdesigner@gmail.com | H1B Visa Holder | [Linkedin](#)

Summary of Experience

- UX Designer With **10+ Years Of Experience** Crafting Intuitive, High-Impact Digital Experiences Across Web And Mobile Platforms, With A Strong Specialization In **B2C And B2B Fintech Products**.
- Skilled In Designing Scalable, User-Centric Solutions For **Complex Financial Workflows**, Balancing Business Objectives, Regulatory Considerations, And User Needs To Drive Engagement And Trust.
- Proven Track Record Of **Collaborating With Cross-Functional Teams**—Including Product Managers, Engineers, And Stakeholders—To Translate Requirements Into Seamless, Development-Ready Experiences With Efficient Design Handoffs.
- Experienced In Building And **Scaling Design Systems** That Ensure Consistency, Reusability, And **Accessibility (A11y)** Across Products In Fast-Paced Fintech Environments.
- Proficient In Creating **High-Fidelity Wireframes, Interactive Prototypes**, And Detailed Design Specifications, Along With Conducting Usability Testing And Data-Driven Iterations To Continuously Improve Product Outcomes.

Professional Experience

STAFF UX DESIGNER | SERVICENOW HYDERABAD, INDIA | JULY 2025 TO TILL DATE

Staff UX Designer At ServiceNow Driving AI-Native Product Innovation By Embedding Sentient AI And Intelligent Automation Into Enterprise Platforms Supporting Large-Scale Operational And Reliability Engineering Workflows.

Key Achievements

- Led End-To-End UX Strategy And Design For An **Observability AI Platform**, Enabling SREs And Customer Support Engineering Teams To Monitor Cloud Health At A Glance Through A Unified Single Pane Of Glass Experience.
- Designed And Integrated **Sentient AI Capabilities Into The Platform**, Transforming Traditional Workflows Into Context-Aware, Adaptive Experiences.
- Contributed To Building AI-Native Application Experiences, Where **AI Is Embedded As A Core Interaction Layer** Rather Than An Add-On Feature.
- Collaborate Closely With **Product Management, AI/ML Teams, And Engineering** To Design Scalable AI-Powered Product Experiences.

SR. UX DESIGNER | ARV SYSTEMS INC. | IL, USA | SEP 2024 TO MAR 2025

Designed AI-Powered LMS At ARV Systems Inc, Delivering Personalized Learning And Auto-Generated Content Using Generative AI. Improved User Task Completion And Reduced Content Search Time Through Research-Driven Design And Cross-Functional Collaboration.

Key Achievements

- Designed A **Next-Gen AI-Powered LMS** That Personalized Learning Journeys And Auto-Generated Course Content Using Generative AI (GPT-Based), **Improving Learner Engagement By 35%**.
- **Conducted 1:1 Interviews With Students And Faculty**, Identifying Pain Points And Translating Them Into AI-Driven Features Like Smart Summarization And Quiz Generation.
- **Collaborated With Cross-Functional Teams** (AI Engineers, Product Managers, Front-End Developers) To Implement Real-Time Feedback Features And Knowledge Extraction Tools From Unstructured Documents (PDFs, Lectures, Scanned Notes).

Key Achievements

- Developed High-Fidelity Interactive Prototypes For **S&P Ratings' Desktop And Web Platforms**, Enabling Stakeholders To Visualize New Features And Workflows. Presented These In A Design Showcase To Business, Product, And Engineering Teams, Facilitating A Deep Dive Into Feature Implementation And Gathering Actionable Feedback.
- Built And Implemented A Design System With **50+ Standardized Components**, Including Typography, Grid Systems, And Iconography, **Reducing Design Inconsistencies By 40%** And Cutting Development Time By 25% Across Platforms. This System Streamlined Design Collaboration For 6+ Product Teams.
- Designed And Digitized The **Non-Ratings Workflow**, Transforming Manual Processes Into An Intuitive Application Experience To Streamline User Task Completion.

SR. UX DESIGNER | PROKARMA SOFT TECH (CONCENTRIX) | HYDERABAD, INDIA | APR 2018 - APR 2019

Key Achievements

- AR Innovation:** Developed Daltile's AR App, Empowering Users To Visualize Tile Designs And Make Confident Decisions.
- Real-Time Efficiency:** Created UPRR's Train Tracking App, Delivering Accurate Schedules And Enhancing User Trust And Planning.
- Transformative Retail Experience:** Designed T-Mobile's Kiosk Voice Bot, Cutting Wait Times And Boosting Customer Satisfaction With Intuitive Features Like Order Placement And Support.

UX DESIGNER | TATA CONSULTANCY SERVICES | PUNE & HYDERABAD, INDIA | FEB 2013 - APR 2018

Key Achievements

- Microsoft PPM:** Designed A System To Prioritize Projects, Optimizing Resource Allocation For High-Impact Outcomes.
- Microsoft Who's Who:** Developed A Collaborative Directory For Japanese Users, Enhancing Networking And Communication.
- Microsoft Find IT:** Created A Device-Tracking Solution, Improving Asset Management And Efficiency.
- Ericsson:** Designed Intuitive Information Architecture For A Supply Chain Web Application, Enhancing Navigation And Usability.
- ICICI :** Developed A User-Friendly Mobile Banking App, Ensuring Seamless Navigation And Robust Functionality For Singaporean Users.

GRAPHIC DESIGNER | YELL ADWORKS | HYDERABAD, INDIA | AUG 2011 - AUG 2012

Created Speculative Designs For Yellow Pages And Developed **Magazines, Newsletters, Branding Materials, And Presentations**, Ensuring Brand Consistency And Clear Messaging.

Tools & Technologies

- Design Tools:** Figma, Sketch, Adobe XD, Miro, Adobe Photoshop, Adobe Illustrator, After Effects, MS Office.
- Process Tools:** Microsoft Azure DevOps, JIRA, SAFe Agile, Lean-Agile.
- Accessibility Tools:** ZoomText, NVDA, WAVE Browser Plugin, Axe For Designer Audit & Annotations (Figma)

Education

- Bachelor Of Commerce** In Accounts From Osmania University In 2011.
- 2 Years Diploma In Multimedia:** Specialized In Digital Portfolio Development, Web Design, Graphic Design, Branding, Animation, Compositing,

Professional Certifications

- Certified Usability Analyst** From Human Factor International (HFI)
- Microsoft UX Design Professional Certificate**
- Certified Scrum & SAFe Agile Practitioner**