

Mahender Kommaganti

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Summary of Experience

- UX Designer With **10+ Years Of Experience** Designing Intuitive, User-Centric Digital Experiences Across Web And Mobile Platforms For **Enterprise, Fintech, Healthcare, And AI-Powered Products**.
- Expertise In Conducting User Research, **Stakeholder Interviews, Usability Testing, Customer Journey Mapping**, And Competitive Analysis To Translate Business Goals Into Scalable UX Solutions.
- Proven Experience Creating Wireframes, Interaction Models, High-Fidelity UI Designs, Interactive Prototypes, And Detailed **UX Specifications Aligned With Accessibility (WCAG)** And Responsive Design Standards.
- Strong Background **Collaborating With Product Managers, Developers**, QA Teams, And Business Stakeholders Within **Agile/Scrum/SAFe Environments** To Deliver Seamless, Development-Ready Experiences.
- Skilled In Building And Scaling **Design Systems, Reusable UI Components**, And Information Architecture Frameworks That Improve Consistency, Usability, And Cross-Functional Efficiency.
- Proficient In **Figma, Sketch**, Adobe XD, Jira, Azure DevOps, And Modern UX Methodologies, With Working Knowledge Of **HTML, CSS, And Front-End Implementation** Concepts.

Professional Experience

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

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

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 - 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).

SR. UX DESIGNER | S&P GLOBAL | HYDERABAD, INDIA | APR 2019 – JUNE 2024

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