PANKAJ BHAGWAT

Principal Product Designer | AI-Native Enterprise UX | Agentic & Data Platform Design | Design Systems
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PROFESSIONAL SUMMARY

I'm a Principal Product Designer with **20+ years** making complex enterprise systems feel effortless for expert users. I specialize in **AI-augmented workflows**, **data-intensive interfaces**, and **design systems**, integrating **Claude**, **Figma AI**, and **Claude Code** into my daily practice to deliver **~40–50% faster iteration cycles**. I've embedded with teams at **Google**, **Verizon Media**, and **Swiss Re**; unified **5 fragmented product lines** across **multiple teams** into a single design system; and led cloud UX for an energy simulation platform used by **regulators and energy companies worldwide**. I bring particular depth in **agentic AI design**, **data platform UX**, and enterprise design systems that scale across distributed organizations, with hands-on experience building **trust**, **transparency**, and **human-in-the-loop controls** into AI-powered workflows.

CORE STRENGTHS

- AI-Augmented UX & LLM-Integrated Design Workflows
- Data Platform & Observability UX
- Data-Intensive & Analytical UX
- Product Strategy & UX Leadership
- Accessibility: WCAG 2.1 AA, ADA, Section 508
- Agentic AI Standards & Trust Frameworks
- Design Systems for Multi-Modal Interfaces
- End-to-End Workflow Architecture & IA
- Interaction Design for Advanced Workflows
- Cross-Functional Leadership (Product, Eng, Data)

AI, LLM & CONVERSATIONAL AI EXPERIENCE

- **~40–50% faster design exploration** by integrating **LLMs** and **generative AI** tools (Claude, ChatGPT, Figma AI) into ideation, UX writing, and rapid concept generation cycles
- Designed **AI-assisted UX workflows** for data-dense enterprise screens, using **conversational AI** and **prompt engineering** to generate user flows, wireframes, and content variations. The result: significantly shorter iteration cycles.
- Prototyped with **Claude Code** to create front-end interaction prototypes. Engineers could react to real interactions, not static mockups, which tightened feedback loops considerably.
- Familiar with **agentic AI patterns**, **RAG-based interfaces**, and designing for **non-deterministic outputs**, with hands-on experience designing natural language UI, confidence indicators, and human-in-the-loop escalation patterns.

PROFESSIONAL EXPERIENCE

Senior UX Designer | Saras America Inc | Embedded at CoVista May 2026 – Present

CoVista's academic advising team was juggling four disconnected systems: Salesforce, Degree Works, Banner, and ProSam. Switching between applications just to answer a single student query created significant cognitive load and slowed everything down. I led end-to-end UX research and design to unify that fragmented ecosystem into a single Salesforce-native dashboard. Early usability testing validated the impact: query resolution times dropped by 30% and interface clutter reduced by 25%.

- Designed a **unified Salesforce-native dashboard** consolidating **Degree Works**, **Banner**, and **ProSam** into a single interface, eliminating multi-app toggling and cutting student query resolution times by **30%** in prototype testing.
- Optimized UI layouts through iterative **usability testing**, reducing screen clutter and advisor navigation clicks by **25%**.

- Led **contextual research** and **workflow analysis** with academic advisors, mapping pain points across four legacy systems to surface the core design priorities the team needed to solve first.
- Synthesized research findings into **personas** and **journey maps** that aligned stakeholders across product, engineering, and advising leadership on a shared design direction.
- Built **wireframes**, **interactive prototypes**, and **high-fidelity designs** for web and mobile, applying **data visualization** thinking to make complex multi-source information readable at a glance.
- Applied **WCAG 2.1 AA** accessibility standards throughout, ensuring the dashboard was inclusive and compliant from day one.
- Partnered daily with Product Owners and Agile developers across all **Scrum** ceremonies, translating design decisions into **user stories** and **acceptance criteria** and providing **design QA** through to engineering handoff.

Senior UX Designer | Energy Exemplar March 2022 – March 2026

PLEXOS is the industry standard for energy market simulation, trusted by regulators and energy companies worldwide. But its desktop-era experience locked out non-technical stakeholders, and UX was fragmented across 5 disconnected product lines with no shared foundation. I led end-to-end design for PLEXOS Cloud, rethinking deeply technical workflows for a multi-persona user base and unifying the product suite under a single design system. Simulation setup that once took hours of manual configuration now runs through guided workflows with intelligent defaults. Stochastic dashboards turned hundreds of CSV exports into visual, explorable summaries.

- **Unified design system**: consolidated 5 fragmented libraries into 1 shared system, aligning **8 product teams** with 48 core components and **100% WCAG 2.1 AA** compliance. New designer onboarding compressed from **4-5 weeks to under 2 weeks**
- Integrated **AI-assisted design workflows** (Figma Make, Claude Code, ChatGPT) to accelerate ideation and iteration by **~40–50%**, enabling the team to evaluate more directions per sprint
- Translated stochastic simulation outputs and large-scale time-series data into **interactive dashboards**, enabling analysts and regulators to move from detection to insight significantly faster and replacing hours of manual spreadsheet work with visual exploration.
- Designed **role-based dashboards** and **progressive disclosure workflows**, expanding platform access to non-technical stakeholders across enterprise accounts
- Led and mentored the UX team across **systems thinking**, **workflow architecture**, and **AI-assisted design practices**, driving consistent delivery quality
- Ran **UX audits** and standardization initiatives, improving cross-product consistency and reducing design debt across a complex, multi-product SaaS environment

Senior UX Designer | HCL America Inc | Embedded at Google Nov 2021 – Mar 2022

Google's PSO Solutions Delivery Specialist team was a high-impact engineering function, but knowledge was siloed and design consistency across their web applications was inconsistent at best. There was no centralized information system and no shared UX standard to build from. I embedded directly with the team to design their internal intelligence hub from the ground up, and established UX governance, an accessibility baseline, and a design pattern library the broader organization could build on. The outcome was a shared system of record for the team and a reusable pattern library that raised the UX baseline across multiple PSO applications.

Senior UX Designer | NetLogic Solutions | Embedded at Verizon Media & Google Jul 2020 – Oct 2021

This role covered two enterprise clients, back to back. At Verizon Media, executive, advertising, and learning teams had no purpose-built tools to work with. They were relying on fragmented reporting, manual approval chains, and spreadsheet-based tracking that didn't scale. I designed three products end-to-end within the RIZE design system: InfoSights for C-suite self-service reporting, AdComm for ad commitment and spend tracking, and Skill Matrix for team-level learning management. All three replaced manual processes with responsive, accessible, data-driven platforms. When that engagement wrapped, I moved to Google PSO, embedding with the Solutions Delivery Specialist team to design an internal intelligence hub, giving the team a centralized system of record and establishing UX best practices across their broader web application portfolio.

- Contributed to UX governance within Google's UXG process, validating KPIs and identifying usability improvement opportunities across web applications.

Senior UX Designer | TekWissen | Embedded at Swiss Re Jul 2019 – Jun 2020

Swiss Re's broker partners were managing complex international insurance programs without a unified platform. Workflows were manual, processes differed across regions, and there was no shared interaction framework to build from. I joined to design IPA/IBX from the ground up: defining end-to-end workflows, establishing interaction patterns rooted in Material Design principles, and building scalable UI structures for a product that needed to work across multiple regions and regulatory contexts from day one. What started with a blank canvas became a production-ready global platform, giving broker partners a single, structured hub to manage and deliver compliant international insurance programs at scale.

- Built a **portfolio and program management interface** integrated with **Azure DevOps**, aligned with the product vision and roadmap

UX Designer & Information Architect | Various Enterprise Clients Jan 1994 – Aug 2018

Enterprise design across AT&T, GE Renewable Energy, Caterpillar, Sears, Florida Blue, Mahindra and Mahindra, and others. Two decades of building the information architecture, systems thinking, and data visualization instincts that complex enterprise UX demands.

DESIGN SYSTEM EXPERIENCE | ENERGY EXEMPLAR

- Approached the system as a **product**, not a deliverable: defined a clear vision, set adoption goals, and built cross-team buy-in before writing a single component spec.
- **Token-first architecture** from the start: color, typography, spacing, and motion defined as tokens so teams could adopt incrementally without ripping out existing UI.
- Built a **governance model** that actually stuck: proposal, audit, engineering review, and documentation at every stage, giving teams autonomy while keeping the system coherent and trustworthy.
- Wrote documentation teams actually used: embedded pattern guidance, decision rationale, and do/don't examples that reduced design review cycles and cut onboarding time in half.

SKILLS & TOOLS

AI, LLM & Emerging Tools:	Claude, Claude Code, Figma Make, ChatGPT, LLM-Assisted Design, Conversational AI UX, Prompt Engineering, Agentic UI Patterns, RAG Interface Design, Data Platform UX, Observability Design, Agent Behavior Modeling
Design Tools:	Figma, Figma AI, Adobe XD, Sketch, Photoshop
UX Methods:	Product Design, Interaction Design, Information Architecture, Usability Testing, Journey Mapping, Accessibility (WCAG 2.1 AA, ADA, Section 508)
Technical:	HTML5, CSS3, Front-End Prototyping, Design Tokens, Component APIs
Delivery:	Agile, Scrum, Stakeholder Management, Cross-Functional Collaboration

EDUCATION & CERTIFICATIONS

Certified Usability Analyst, Human Factors International
Certification in Mobile UX/UI, San Francisco State University
User Experience, Udemy
Engineering Mechanical Draughtsman, Industrial Training Institute, Satara, India