

EXPERIENCE	Staff Product Designer, Unified Employee Experience ServiceNow, Santa Clara, CA · Transitioned from WSD to UEX, bringing a cross-product perspective to AI-native employee experiences. · Shipped Employee Works, a conversational chat-based employee experience with improved chat-to-form UX within catalog authoring constraints. · Partnered with Now Assist on conversational AI; currently leading design for Move Works catalog integration.	Oct 2024 – Present
	Staff Product Designer, Workplace Service Delivery ServiceNow, Santa Clara, CA · First designer on WSD, scaling from initial market adoption in 2020 to a mature enterprise platform by 2024 (~29% of total ACV, ~\$3B of \$11B revenue). · Led end-to-end design for Map Studio and Reservation Management — 49% customer install, 31% active usage for reservations, 47% install for Indoor Mapping. · Designed workplace planning features supporting six-figure ACV (\$100K–\$750K) enterprise engagements. · Shipped Map Studio as part of the Mapwize acquisition, bringing map and reservation experiences to desktop and mobile.	Apr 2019 – Oct 2024
	Senior UX Designer Filter (Consulting for Google), Mountain View, CA · Designed consumer payment platform solutions for digital purchases across YouTube and Play. · Contributed to industry-wide protocol to keep users safe and secure across the Google ecosystem.	Aug 2018 – Apr 2019
	Senior Associate, UX Designer Cognizant Technology Solutions (PayPal), San Jose, CA · Designed the servicing portal for PayPal Partners with real-time merchant activity and business insights reporting.	Aug 2016 – Aug 2018
	UX Designer JPMorgan Chase (Contract), San Francisco, CA · Led responsive redesign of Chase Personal Banking payments website and next-gen payments concepts for Chase Mobile.	Oct 2014 – May 2016
EDUCATION	Master of Science, Human Centered Design and Engineering University of Washington, Seattle, WA	2011 – 2013
	Master of Architecture (M.Arch), Digital Architecture School of Architecture and Planning, Anna University, India	2004 – 2006
SKILLS	Design: Product thinking, interaction design, visual design, AI-powered experience design, design systems, conversational UI, usability testing Tools: Figma Make, Claude Code, V0, Bolt, Figma MCP	