

Mohan George

Lead UX Architect | Product Designer | AI, LLM & Agentic AI-Driven UX | 18+ Years in Enterprise UX | B2B & Design Systems Expert | Accessibility, Agile & HCD | Cross-Platform UX

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PROFESSIONAL SUMMARY

Results-driven **UX Leader** with **18+ years** of experience delivering enterprise-grade, web and mobile digital products across **B2B, SaaS, and large-scale platforms**. Expert in **Enterprise UX, Design Systems, Accessibility (WCAG 2.1), DesignOps**, and end-to-end UX delivery within **Agile and Lean environments**. Proven in leveraging **LLMs, Agentic AI, Figma AI, and UX AI tools** to accelerate research, automate insights, and design AI-powered experiences. Demonstrated impact includes **25% improvement in user flows, 40% reduction in onboarding time, 18% NPS increase, and 30% higher task success rates**. Strong collaborator with senior stakeholders, product, engineering, and business teams, driving measurable outcomes in high-growth and regulated markets.

CORE COMPETENCIES

Technical Skills: • Enterprise & B2B UX Design • User Research • Information Architecture (IA) • Usability Testing • Design Thinking & HCD • WCAG 2.1 Accessibility • Responsive & Cross-Platform Design • Design Systems & DesignOps • SaaS Product Design • Agile/Scrum • Advanced Figma • Figma Make AI • AI-assisted Prototyping • UX Automation Tools • Sketch, Adobe XD, Illustrator & Photoshop.

AI, LLM & Agentic AI Expertise: • Applied LLMs for UX research synthesis, persona creation, UX copy, and ideation • Agentic AI workflows for journey mapping, task optimisation, and decision support • AI-driven usability insights, generative design exploration, prompt engineering • AI-enabled design system governance.

Soft Skills: • Stakeholder management • Cross-functional collaboration • Client communication, • UX leadership • Design facilitation workshops • Strategic problem solving • mentoring, and high-performance team collaboration

Core Competencies: • Enterprise UX strategy • AI-augmented UX design • Accessibility-first solutions • Product-centric thinking • Scalable design systems • End-to-end UX delivery • data-driven design decision-making

WORK EXPERIENCE

06/2022 – Present India	<p>Associate Consultant - UX (India), Tata Consultancy Services (TCS)</p> <p>UX strategy, Wireframing and Prototyping, Design System Integration, A/B Testing</p> <ul style="list-style-type: none">• Led UX strategy for B2B enterprise platforms.• Designed wireframes and prototypes in Figma• Integrated Design Systems across teams.• Drove feature adoption through A/B testing. <p>Achievements:</p> <ul style="list-style-type: none">• Improved user flows by 25% through 30+ user interviews and usability tests.• Enhanced task success rates by 30% through Figma designs.• Supported WCAG-compliant interfaces.• Validated iterative A/B testing
01/2018 – 05/2022 India	<p>Lead Web Designer, Cloud Thing India Private Ltd</p> <p>UX Direction, Workshop Facilitation, Design System Integration, Stakeholder Management</p> <ul style="list-style-type: none">• Directed end-to-end UX for B2B SaaS solutions.• Facilitated workshops and sprints.• Integrated user insights into scalable Design Systems.• Managed stakeholder workshops and design sprints. <p>Achievements:</p> <ul style="list-style-type: none">• Reduced onboarding time by 0% by end-to-end UX for B2B SaaS solutions.• Increased NPS by 18% through implemented UX strategies.• Integrated user insights into scalable Design Systems and data-driven solutions.• Aligned technical feasibility with user needs by effectively managing stakeholder workshops and design sprints
07/2015 – 12/2017 India	<p>Senior Graphic Designer, Evry India (Formerly Span Infotech)</p> <p>UX/UI Design, Design Thinking, Service Design, Cross-Channel Consistency</p> <ul style="list-style-type: none">• Designed UX/UI for internal tools and marketing platforms.• Facilitated design thinking sessions.• Prototyped service design solutions.• Ensured visual and functional consistency across channels. <p>Achievements:</p> <ul style="list-style-type: none">• Supported business transformation through user-centric solutions.• Addressed user pain points through design thinking sessions.

11/2013 – 05/2015 India	<p>Technical Lead UI, TEKSystems Front-End Architecture, UI Design, Interface Implementation</p> <ul style="list-style-type: none"> • Prototyped service design solutions. • Maintained consistency across web, mobile, and marketing assets. • Architected front-end for responsive enterprise web applications. • Implemented user interface patterns. • Partnered with dev teams <p>Achievements:</p> <ul style="list-style-type: none"> • Implemented user interface patterns based on heuristic evaluation and research insights. • Implemented scalable, accessible interfaces with cross-browser consistency.
06/2012 – 10/2013 India	<p>Technical Lead UI, Sigma Info Solutions UX Design, Design Standardization, User Research and Testing</p> <ul style="list-style-type: none"> • Delivered intuitive UX for financial and retail platforms. • Standardised design components • Conducted research and usability testing. <p>Achievements:</p> <ul style="list-style-type: none"> • Resulted in a 20% increase in platform adoption and intuitive UX. • Improved dev turnaround time by 35% by Standardising design components across desktop/mobile. • Informed design decisions and information architecture.
01/2011 – 06/2012 India	<p>Senior Web / UI Designer, Emanage Law (Formerly Enrich Programmable Solutions) UI/UX Design, Prototyping, Developer Collaboration</p> <ul style="list-style-type: none"> • Designed legal and compliance tools. • Created interactive prototypes • Led collaboration with developers. <p>Achievements:</p> <ul style="list-style-type: none"> • Designed tools focusing on usability and user accessibility. • Increased client alignment and faster sign-off cycles • Ensured production-ready, user-centred UI.
09/2007 – 12/2010 India	<p>Senior Graphic Designer, Brickwork India Brand Asset Design, Design System Creation</p> <ul style="list-style-type: none"> • Designed cross-channel brand assets (web, print, branding). • Created consistent design systems. <p>Achievements:</p> <ul style="list-style-type: none"> • Increased brand recall and user engagement. • Improved project delivery timelines.
10/2006 – 07/2007 India	<p>Web Designer Consultant, Source Edge Software Technologies Responsive Web Development, UI Asset Delivery</p> <ul style="list-style-type: none"> • Built responsive websites using HTML, CSS, and JS. • Delivered UI assets aligned to brand identity. <p>Achievements:</p> <ul style="list-style-type: none"> • Improved load times and SEO performance. • Utilized Adobe Creative Suite for creation of UI assets.

CERTIFICATIONS

- User Research: Methods & Best Practices - Interaction Design Foundation ☈
- UX Management: Strategy & Tactics - IxDF ☈
- Service Design: How to Design Integrated Service Experiences - IxDF ☈

EDUCATION

- 04/2002 **Bachelor of Arts in Economics, University of Calicut**
- 05/2004 **Multimedia Specialist Program, Aptech India**

LANGUAGES

- English – Fluent
- Malayalam – Native/Bilingual

DECLARATION

I declare that all information provided is true and accurate to the best of my knowledge.