

Prakasam Mathaiyan

Lead Product Designer & UX Manager | AI-Powered Enterprise & Consumer Experiences | Design Systems | Open to Relocate

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PROFESSIONAL SUMMARY

Lead Product Designer with 13+ years of experience delivering accessible, human-centred digital experiences across enterprise SaaS, financial services, healthcare, banking, and telecom. Proven track record leading cross-functional design teams, scaling Figma-based design systems, and embedding WCAG 2.1/2.2 accessibility standards into complex organisations. Consistently delivers measurable outcomes — from reducing onboarding cycles from weeks to days, to simplifying workflows that serve tens of thousands of users. Brings strategic UX thinking, inclusive design practice, and strong stakeholder collaboration to high-impact product challenges.

CORE CAPABILITIES

People & Design Leadership

- Leading, mentoring, and growing multi-disciplinary design teams
- Capability uplift, hiring, performance development, and career coaching
- Cross-functional collaboration, design rituals, resource planning

Inclusive & Accessible Design

- WCAG 2.1/2.2 compliance & accessibility testing
- Designing for visual, cognitive, mobility & neurodiverse users
- Co-design workshops, inclusive research practices

Product Strategy & Delivery

- End-to-end product & service design across web and mobile
- Journey mapping, service blueprints, information architecture
- Agile environment, cross-functional facilitation

Tools

Design & Research Tools: Figma, FigJam, Sketch, Adobe XD, Adobe Creative Cloud, Miro, Mural, InVision

Collaboration & Delivery: Jira, Confluence, Agile / Scrum, Google Analytics, Stakeholder Management

PROFESSIONAL EXPERIENCE

Lead Product Designer | BT Group | *Apr 2022 – Present*

Leading a talented team of designers crafting next-generation colleague experiences for 85,000+ employees across BT Group and subsidiaries (EE, BT Business, Openreach, Plusnet). Driving end-to-end design of impactful internal enterprise solutions spanning Finance, HR, and Legal domains.

- Designed a unified compliance, governance, and assurance platform for the pan-BT Group, improving oversight and consistency across all subsidiaries
- Led UX design of an enterprise Generative AI assistant enabling 85k employees to instantly access accurate, contextual information across policies, systems, compliance, and infrastructure — reducing information retrieval friction significantly across the organisation
- Led discovery research on employee onboarding, identifying bottlenecks causing 2–3 week cycles; solutions implemented in SAP SuccessFactors reduced onboarding to 1–2 days
- Elevated platform accessibility by 50% through WCAG 2.1 AA audits, UI pattern remediation, and assistive technology testing across distributed product teams
- Architected and delivered a Figma-based Design System, accelerating UI delivery and improving cross-team consistency at enterprise scale
- Built a self-service contractor onboarding tool that cut provisioning time from 3 weeks to 2 days
- Mentored 5 designers through structured design reviews, career coaching, and UX process adoption, raising overall team design maturity
- Standardised design rituals — weekly critiques, retrospectives, and feedback loops — embedding inclusive design practices across distributed teams

UX Design Specialist | Tech Mahindra | *Aug 2021 – Apr 2022*

- Led end-to-end UX/UI design for Parker Aerospace's supply chain management system, covering procurement, inventory, logistics, and delivery workflows in a high-stakes manufacturing environment
- Designed real-time operational dashboards providing visibility into flight controls, hydraulics, and fuel system components — enabling faster, more confident decision-making
- Partnered with engineering, procurement, and operations teams to ensure designs met enterprise scalability and aerospace compliance requirements

UX Design Specialist | EY (Global Delivery Services) | *Oct 2020 – Aug 2021*

- Delivered UX strategy and end-to-end product design for a financial audit platform, reducing user training time by 90% and measurably improving adoption among senior users
- Governed Design System maintenance, establishing component validation processes to ensure scalability and cross-product consistency
- Aligned product vision with user research insights through close collaboration with senior stakeholders across global delivery functions

UX Design Specialist | Virtusa | *Jun 2015 – Oct 2020*

- Redesigned the Medicare health insurance claims workflow based on user research, simplifying the form from 200 fields to 80 and improving processing efficiency by 50%
- Delivered the Openreach Desk Advisor app, consolidating 17 disparate systems into a single interface and reducing engineer workaround time from 40 days to 2 days
- Designed end-to-end enterprise solutions for clients including BT Business, WellCare, and S&P, translating complex workflows into intuitive, scalable product experiences

Visual Designer – Mobility | Cognizant | *May 2014 – May 2015*

- Designed iOS and Android application interfaces aligned to platform guidelines, translating user needs and business goals into production-ready mobile experiences
- Built interactive prototypes to validate user flows and accelerate stakeholder feedback cycles
- Collaborated with UX designers, product managers, and developers to deliver pixel-perfect, production-ready designs

Graphic and Web Designer | Janus Technologies | *May 2012 – May 2014*

- Delivered web design, marketing, and branding assets aligned with company vision, designing intuitive responsive web interfaces with a strong focus on user experience
- Implemented designs using front-end technologies including HTML, CSS, SCSS, and JavaScript to build functional, visually engaging websites

INDUSTRIES

Telecom (BT Group, Openreach), **Healthcare** (WellCare), **Financial Services** (EY, S&P), **Banking** (Standard Chartered Bank, Citi), **Manufacturing** (Parker Aerospace), **Real Estate** (TRG Group)

EDUCATION

Master of Computer Applications | University of Madras