Jaikishan C R

Principal Product Designer | Enterprise AI, SaaS & FinTech | Design Systems & Team Leadership

I design AI and enterprise products that people adopt, and lead the teams that ship them.

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Principal Product Designer and UX Team Leader | AI Product Design | 13+ Years

Principal Product Designer and UX leader with 13+ years in enterprise product design, including 3 years managing a team of 5 designers. Led UX direction for complex SaaS, AI and fintech experiences, built reusable design systems, and coached designers through discovery and delivery. Partnered with product, engineering and business stakeholders to turn customer insights into clear priorities and scalable workflows. Brings hands-on Figma expertise, banking experience with Citi, and AI-assisted design practices.

Key Achievements

- **JD Generator:** Designed the JD Generator that creates, refines and analyzes job descriptions for recruiters.
  Impact: 80% less effort per JD (2h 50m to 34 min) | ~20,346 hrs saved a year (est.)
- **Interview Summarizer:** Designed the Interview Summarizer that turns recordings into summaries, skill ratings and candidate evaluations.
  Impact: 50% less effort per interview (5.5 to 2.75 hrs) | ~23,958 hrs saved a year (est.)
- **Matching Engine:** Designed the Matching Engine (LLM plus knowledge graph) for internal-mobility candidate matching.
  Impact: 35% faster per match (40 to 26 min) | ~2,439 hrs saved a year (est.)
- **Reflection 2.0:** Designed Reflection 2.0 for HR performance management across 4,503 employees.
  Impact: 97% less effort per employee (~20 min to ~40 sec) | ~1,449 hrs saved a year (est.)
- Led UX for an innovative trade matrix simplifying forex transactions, driving a 46% increase in existing clients using FX – Citi
- Increased onboarding completion by 40% on Loan on Phone – Citi
- Redesigned a core product experience associated with a reported 25% increase in user retention – Citi iLOC
- Created a platform for users to build their own AI bots – Bluefish.ai
- Managed and coached a team of 5 designers over 3 years

Professional Experience

Principal Engineer – Digital Experience Design

Altimetrik | Chennai | Oct 2019 – Sep 2026

- Led product and UX strategy across enterprise AI, HR technology, recruitment, fintech and infrastructure products, partnering with product managers, engineers and business leaders from discovery through delivery.
- Directed product design for Driftin, an enterprise applicant tracking system spanning recruiter, hiring-manager, interviewer and candidate journeys.
- Built Driftin's design system from the ground up, improving interface consistency and supporting faster delivery across complex multi-persona workflows.
- Designed the Reflections AI Goal Intelligence experience: conversational discovery and employee context generate personalized, measurable goals with manager review.
- Used ChatGPT, Claude, Cursor, V0 and Figma Make to accelerate research synthesis, prototypes and design documentation.
- Coached designers through delegated ownership and design reviews; facilitated stakeholder workshops across parallel initiatives.

CX – Global Experience Team

Rage Communications | Chennai | Oct 2018 – Aug 2019

- Designed complex enterprise banking experiences for Citi with global product, engineering and business stakeholders.
- Simplified foreign-exchange transactions through a matrix-based workbench with role-based dashboards and reusable Citi ICG design-system patterns.
- Redesigned mobile onboarding journeys and six Insurance Letter of Credit modules; coordinated UX across 14 Agile Scrum teams for Supply Chain Finance.

Senior UI UX Designer

Impiger Technologies | Chennai | Sep 2013 – Oct 2018

- Designed responsive web and mobile products from requirements and user flows through wireframes, visual design, prototypes and development handoff.
- Partnered with product owners, engineers and QA in Agile teams to resolve interaction issues and maintain design consistency.

Selected Projects

- **Driftin Applicant Tracking System:** Led enterprise recruitment SaaS design across recruiter and candidate journeys, multi-persona workflows, usability testing and design-system adoption.
- **Citi Foreign Exchange Trade Matrix:** Consolidated complex trading and reporting workflows into a role-based matrix experience.
- **Citi Digital Banking:** Improved Loan on Phone, Insurance Letter of Credit, Supply Chain Finance and mobile statement experiences.
- **DEX and DEXA AI:** Designed employee-experience modules and AI assistants, including goal management, timesheets, offboarding, course recommendations and leave management.
- **Ford EV Charging Platform:** Designed an OCPP operations dashboard for live monitoring, diagnostics and management of charging infrastructure.
- **Reflections AI Goal Intelligence:** Designed conversational goal discovery, profile enrichment, AI goal generation and manager-review workflows.
- **Customer Zero Enterprise AI Platform:** Translated 10 enterprise AI use cases into understandable experiences across major business functions.
- **Bluefish AI Bot Builder:** Created guided workflows and reusable templates for non-technical users building AI-powered bots.

Education

MA Communication | Madras Christian College | 2009 – 2011

BSc Visual Communication | Madras University, Chennai | 2003 – 2006

A strong foundation in visual storytelling, composition, colour theory, typography, photography, perspective and filmmaking.

Skills

Design and Strategy: Product Strategy, Enterprise UX, Product Discovery, Interaction Design, Information Architecture, Journey Mapping, Behavioral Design, Design Systems, Design Thinking

Research: User Interviews, Usability Testing, Heuristic Evaluation, Personas, Workshop Facilitation, Research Synthesis, A/B Testing

Tools and AI Workflow: Figma, FigJam, Miro, Dovetail, Maze, Hotjar, UserTesting, Jira, Framer, Power BI, Adobe Creative Suite; ChatGPT, Claude, Cursor, V0, Figma Make

Accessibility and Technical: WCAG 2.2 AA, keyboard navigation, color contrast; HTML, CSS, React awareness, design tokens, component specs, Git-based handoff

Leadership: Design-team management, coaching, stakeholder management, design critiques, Agile and Scrum, product vision