

ABHIJITH M D

Product Designer | AI-Native & Enterprise SaaS | Healthcare, Insurance, Real Estate & Analytics

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PROFESSIONAL SUMMARY

Product Designer with 4+ years of experience shipping enterprise SaaS, healthcare, insurance, and AI-powered products end to end, from 0-to-1 discovery through launch and post-launch iteration. Founding designer who owned interaction design, user research, usability testing, and design systems for platforms serving high-volume clinical, CRM, and insurance workflows. Specialized in AI-native experiences: conversational UX, human-AI interaction patterns, generative AI and LLM-powered features, and agent workflows. Applies systems thinking and data-informed design decisions within Agile, cross-functional teams to deliver measurable outcomes, including ~80% recovery of blocked insurance revenue and 25-30% task-efficiency gains.

CORE COMPETENCIES

End-to-End Product Design | Information Architecture | User-Centered Design | Design Systems & Component Libraries | High-Fidelity Prototyping | Generative AI & LLM UX | Conversational AI & Human-AI Interaction | Data-Informed Design Decisions | Accessibility (WCAG) & Inclusive Design | Systems Thinking | Cross-Functional Collaboration | Agile/Scrum

PROFESSIONAL EXPERIENCE

Product Designer II (Founding Designer)

Levich Solutions Pvt. Ltd., Bangalore, India | Aug 2023 - Present

- Led end-to-end product design for Spectrum Healthcare's Patient Management and Accounts Receivable (AR) platform, streamlining clinical and billing workflows to enable ~80% recovery of blocked insurance revenue.
- Designed Relay Hub, an AI-powered enterprise communication platform with conversational UX, AI agent workflows, and knowledge management for distributed teams.
- Crafted human-AI interaction patterns such as contextual recommendations, AI-assisted actions, and trust-building feedback loops, driving adoption of generative AI features.
- Partnered with product managers and engineers to translate LLM capabilities into intuitive experiences, communicating design rationale through wireframes, high-fidelity prototypes, and design reviews in Figma.
- Shipped a mobile-first CRM centralizing lead management, project tracking, scheduling, and field operations, increasing task efficiency by ~25-30%.
- Built an AI-assisted Proposal Builder with reusable templates and intelligent content generation, accelerating proposal creation for sales teams.
- Delivered an enterprise Insurance & Risk Management platform spanning claim tracking, policy management, and internal operational workflows.
- Drove product discovery through stakeholder interviews, user research, usability testing, and competitive analysis, turning insights into data-informed design decisions.
- Established scalable design systems and component libraries in Figma, ran design critiques and design QA, and applied accessibility (WCAG) standards, cutting design-to-development rework by ~20%.
- Accelerated design cycle time by applying AI-assisted workflows across UX research, ideation, UX writing, documentation, and prototyping within Agile sprints.

UI/UX Designer

Brandshark, Bangalore, India | Feb 2023 - Aug 2023

- Designed responsive web and mobile experiences across healthcare, fashion, corporate, and e-commerce domains, from discovery to delivery.

- Delivered high-impact client projects including Youfiel (UAE), Tvasta, and Shades of Earth, improving engagement and conversion outcomes.
- Led product discovery, market research, competitive analysis, and requirement gathering with clients and developers to define user-centered solutions.
- Earned Employee of the Month recognition for design quality and mentoring fellow designers.

UI/UX Associate

InteractX, Remote | Oct 2021 - Jul 2022

- Designed UX and UI for business and e-commerce platforms, improving usability and responsive experiences across devices.
- Developed user flows, wireframes, and high-fidelity prototypes to structure end-to-end user journeys.
- Strengthened shared design systems, improving UI consistency across client projects.

SKILLS

Design & Interaction: Interaction Design, Visual Design, Wireframing, User Flows, Rapid Prototyping, Responsive & Mobile-First Design, Motion Design, Micro-interactions, Product Discovery, Design Thinking

Research Methods: User Research, Stakeholder Interviews, Journey Mapping, Personas, Affinity Mapping, Usability Testing, Competitive Analysis, UX Audit, MVP Planning, Design Critiques

AI-Assisted Workflows: Prompt Engineering, AI-Assisted UX Research, AI-Assisted Design Workflows, AI-Assisted Prototyping, Research Synthesis, Design Evaluation

Tools & Collaboration: Figma, FigJam, Adobe XD, Photoshop, Illustrator, Miro, Framer, Lottie, Jira, Confluence, Claude, Design Documentation, Design QA, Developer Handoff, Stakeholder Management, Mentoring

Front-End Fundamentals: HTML, CSS, JavaScript

EDUCATION

B.Tech, Computer Science

Amal Jyothi College of Engineering, Kottayam, Kerala | 2013 - 2017

CERTIFICATIONS

- Google UX Design Professional Certificate, Google, 2022
- Enterprise Design Thinking, IBM, 2021
- Generative AI: Prompt Engineering & Introduction, IBM, 2026