

PANKAJ BISHT

Staff UX Designer · Product (UX/UI) Designer pankaj.uxd@gmail.com · +91 960-758-0002

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SUMMARY

Staff UX Designer with 13+ years designing **enterprise SaaS, web, and mobile products**, currently leading UX for **AI-powered infrastructure observability platforms**. Specialised in **AI/GenAI product design, data visualisation, design systems, user research, and Lean UX**. Leads multiple concurrent projects and mentors designers across cross-functional agile teams.

EXPERIENCE

Staff UX Designer | **Virtana** Jan 2024 – Present · Pune, India

- **AI-based Root Cause Analysis:** Designed the end-to-end experience for AI-driven RCA of alerts, translating complex ML outputs into clear, explainable insights that speed up incident diagnosis.
- **AskCopilot (GenAI assistant):** Led design of Virtana's conversational AI copilot — interaction patterns, prompt/response UX, and trust-building elements for natural-language exploration of infrastructure data.
- **Observability platform:** Designed core experiences across Infrastructure, Container, and Service Observability — dashboards, Topology visualisation, and Inventory management.
- **Design System:** Leading a unified Design System across all products while mentoring designers and running multiple concurrent projects.

Senior UX Designer | **Druva** Sep 2019 – Dec 2023 · Pune, India

- **Experience Design:** Orchestrated design of multiple data backup and protection SaaS solutions, enabling users to manage, back up, and extract insights from data across diverse systems and cloud apps.
- **Data Visualisation:** Designed dashboards that helped users spot trends in backed-up data, reducing analysis time and increasing data accuracy.
- Implemented Lean UX principles in cross-functional agile teams; delivered iOS and Android app designs grounded in user-centred design methodologies.

Senior UX Designer | **Schlumberger** Mar 2017 – Aug 2019 · Pune, India

- Led end-to-end transformation of multiple legacy Oil & Gas products into modern web and mobile applications, driving an increase in user acquisition.
- Optimised team efficiency through Lean UX practices; facilitated UX workshops with stakeholders, developers, and project managers to align on user-centric design principles.

UX Designer | **Cognizant** Nov 2014 – Feb 2017 · Hyderabad, India

- Designed web and mobile applications for two global market leaders in the Insurance and Banking domains, including data-visualisation dashboards that improved decision-making.
- Streamlined form design with user-friendly interfaces, increasing completion rates and improving lead generation.

UX Designer | **Monocept** Jul 2012 – Nov 2014 · Hyderabad, India

- Led end-to-end mobile app design for iOS, Android, and Windows, taking ideas from concept to fully designed apps with a mobile-first approach.

SKILLS & TOOLS

Skills: AI/GenAI Product Design · Conversational UX · Observability & Data Visualisation · Dashboard Design · Design Systems · User Research · Interaction Design · Information Architecture · Usability Testing · Mobile Design · UX Workshops · Lean UX · Persuasive & Emotion Design · Cross-Channel UX · Institutionalisation of UX Practice

Tools: Figma · Adobe XD · Sketch · Miro · InVision · ProtoPie · Zeplin · Photoshop · Keynote · Balsamiq · Pen & Paper

EDUCATION & CERTIFICATIONS

B.Tech, Computer Science Engineering — Kumaon Engineering College (2008 – 2012)

HFI-CXA Certified User Experience Analyst (2018) · **HFI-CUA** Certified Usability Analyst (2013) · **HFI-Mobile UX Designer** (2013) — Human Factors International