

Mohan George

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

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PROFILE

Results-driven **UX Leader with 18+ years of experience** designing and architecting **enterprise-grade digital solutions** across web and mobile platforms. Skilled in **Enterprise UX, Accessibility (WCAG 2.1), Cross-platform Design, DesignOps**, and leading end-to-end UX within **Agile & Lean** models. Proven success driving UX strategy for **B2B and SaaS products**—improving **user flows by 25%**, reducing **onboarding time by 40%**, and increasing **NPS by 18%**. Strong in **design thinking workshops, stakeholder alignment**, and **user research**. Hands-on expertise with **Figma**, delivering **20+ prototypes** that boosted **task success rates by 30%**.

SKILLS

Technical Skills — Figma, Sketch, Adobe XD, nVision, Illustrator, Photoshop, WCAG 2.1, User Research, Usability Testing, Design Thinking

Soft Skills — Stakeholder Management, Cross-functional Leadership, Communication, Design Thinking, Collaboration

Core Competencies — Enterprise UX Strategy, Cross-Platform Design, Accessibility-Focused Design, DesignOps, User-Centered Design

WORK EXPERIENCE

06/2022 – Present
India

Associate Consultant - UX (India), Tata Consultancy Services (TCS)

UX strategy, Wireframing and Prototyping, Design System Integration, A/B Testing

- 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.

Achievements:

- 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

Lead Web Designer, Cloud Thing India Private Ltd

UX Direction, Workshop Facilitation, Design System Integration, Stakeholder Management

- 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.

Achievements:

- 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

Senior Graphic Designer, Evry India (Formerly Span Infotech)

UX/UI Design, Design Thinking, Service Design, Cross-Channel Consistency

- Designed UX/UI for internal tools and marketing platforms.
- Facilitated design thinking sessions.
- Prototyped service design solutions.
- Ensured visual and functional consistency across channels.

Achievements:

- Supported business transformation through user-centric solutions.
- Addressed user pain points through design thinking sessions.

11/2013 – 05/2015

Technical Lead UI, TEKSystems

Front-End Architecture, UI Design, Interface Implementation

- 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

Achievements:

- Implemented user interface patterns based on heuristic evaluation and research insights.
- Implemented scalable, accessible interfaces with cross-browser consistency.

06/2012 – 10/2013

Technical Lead UI, Sigma Info Solutions

UX Design, Design Standardization, User Research and Testing

- Delivered intuitive UX for financial and retail platforms.
- Standardised design components
- Conducted research and usability testing.

Achievements:

- 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

Senior Web / UI Designer, Emanage Law (Formerly Enrich Programmable Solutions)

UI/UX Design, Prototyping, Developer Collaboration

- Designed legal and compliance tools.
- Created interactive prototypes
- Led collaboration with developers.

Achievements:

- 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

Senior Graphic Designer, Brickwork India

Brand Asset Design, Design System Creation

- Designed cross-channel brand assets (web, print, branding).
- Created consistent design systems.

Achievements:

- Increased brand recall and user engagement.
- Improved project delivery timelines.

10/2006 – 07/2007

Web Designer Consultant, Source Edge Software Technologies

Responsive Web Development, UI Asset Delivery

- Built responsive websites using HTML, CSS, and JS.
- Delivered UI assets aligned to brand identity.

Achievements:

- Improved load times and SEO performance.
- Utilized Adobe Creative Suite for creation of UI assets.

CERTIFICATIONS

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

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

LANGUAGES

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| English – Fluent | Malayalam – Native/Bilingual |
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DECLARATION

I hereby declare that all the information provided in this application is true, accurate, and complete to the best of my knowledge. I understand that any misrepresentation or omission may lead to disqualification from the recruitment process or termination of employment.