

MOHAN GEORGE

Lead UX Architect | Enterprise UX Leader | UX Design Manager

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45-Day Notice Period | Available for Immediate UAE Interviews | Nationality: Indian

PROFESSIONAL SUMMARY

Enterprise UX Leader and Lead UX Architect with 19 years of experience building and governing large-scale digital platforms across Banking, Fintech, Financial Services, Healthcare, Retail, and B2B SaaS. At TCS, directed design for three enterprise-scale platforms: a customer-facing banking platform supporting financial institutions, a healthcare ecosystem serving hundreds of thousands of concurrent users, and a high-traffic retail platform built for millions of daily active users. Proven leader of cross-functional teams of 10+ designers across 4 product squads, delivering a 22% increase in task success rates, a 40% reduction in design inconsistency, and a 24% reduction in onboarding drop-off. Deep expertise in digital banking UX, KYC and account-opening flow design, payment journey optimisation, and BFSI product design. Proficient in AI-powered UX workflows using LLMs and Agentic AI for research synthesis, persona creation, and rapid prototyping.

CORE SKILLS AND COMPETENCIES

UX Design and Research: Enterprise UX | UX Architecture | Information Architecture | User Research | Usability Testing | Wireframing and Prototyping | A/B Testing | Journey Mapping | Service Design | Design Thinking | WCAG 2.1 Accessibility | Responsive Design

Banking and Fintech Domain: Digital Banking UX | Mobile Banking Interface Design | KYC and Account-Opening Flow Design | Payment Journey UX | BFSI UX Strategy | Financial Dashboard Design | Fintech Platform UX | Regulatory-Compliant Financial Interface Design

Design Systems and Tools: Advanced Figma | Figma AI (Make AI) | Design Systems | DesignOps | Component Libraries | SaaS Product Design | B2B Product UX | Adobe XD | Sketch | Adobe Creative Suite

AI-Powered UX: Applied LLMs for Research Synthesis and Persona Creation | Agentic AI Workflows | AI-Driven Usability Insights | AI-Assisted Prototyping | Generative Design Exploration

Leadership and Strategy: UX Team Management (10+ Designers, 4 Squads) | Stakeholder Management | Cross-functional Collaboration | Agile / Scrum | Design Facilitation Workshops | Mentoring | Strategic Problem-Solving

PROFESSIONAL EXPERIENCE

Tata Consultancy Services (TCS)

Jun 2022 to Present

Lead UX Architect and Design Manager

Led UX strategy and design operations for three enterprise-scale digital platforms: a customer-facing banking platform supporting financial institutions across compliance-driven journeys and transaction management; a healthcare ecosystem managing complex workflows for hundreds of thousands of concurrent users; and a high-traffic retail platform serving millions of daily active users. Managed 10+ designers across 4 product squads with full accountability for design quality, delivery timelines, and stakeholder alignment.

Key Achievements:

- 22% increase in task success rates across 3 enterprise platforms through workflow refinement and interaction path simplification
- 40% reduction in design inconsistency incidents through shared component libraries and unified design system governance across 200+ Figma components
- 25% faster research turnaround through AI-powered UX research synthesis and Agentic AI workflow integration
- 18% improvement in feature adoption through A/B-tested design experiments and iterative interface optimisation

Responsibilities:

- Directed end-to-end UX architecture for the banking platform including account dashboards, transaction management, compliance-driven user journeys, and financial reporting interfaces aligned with BFSI industry standards
- Integrated LLM-driven research synthesis and Agentic AI workflows into the design process, enabling faster data-driven UX decisions across all 3 platforms
- Governed design system adoption across all squads, designing 200+ Figma components and establishing unified design system governance
- Ran A/B testing experiments on key interfaces and embedded WCAG 2.1 accessibility compliance across all enterprise platforms

CloudThing India Pvt Ltd

Jan 2018 to May 2022

Lead UX Designer | Lead Design Strategist

Led UX strategy for a B2B fintech payment platform serving 120+ mid-market business clients processing over 1,500 monthly transactions, alongside a financial data management tool. Aligned multiple engineering squads through a design-systems-first approach across fintech and SaaS product features.

Key Achievements:

- ▶ 24% reduction in onboarding drop-off through redesigned account activation flows and simplified user journeys across 2 fintech/SaaS products
- ▶ 14-point CSAT improvement through iterative, usability-focused design enhancements validated by user behaviour data
- ▶ 35% reduction in UI duplication and 25% faster developer handoff through a 120+ component design system

Responsibilities:

- Designed and led UX for the B2B fintech platform covering payment transaction workflows, financial reporting dashboards, multi-currency account overviews, and regulatory-compliant business banking onboarding flows for 120+ mid-market clients
- Built a 120+ component scalable design system reducing UI duplication by 35% and developer handoff time by 25%, enabling rapid iteration across fintech and SaaS product features
- Ran design thinking workshops and usability testing sessions, translating complex financial workflows into validated, scalable UX solutions aligned with measurable business outcomes

Evry India (Formerly Span Infotech)

Jul 2015 to Dec 2017

Senior UX/UI Designer

- Delivered UX/UI for enterprise internal tools supporting financial operations and digital transformation across multiple business units
- Accelerated project delivery by 25% through rapid prototyping and design facilitation, reducing revision cycles by 3 rounds on average
- Improved internal tool adoption by 30% through research-backed, intuitive UX solutions

TEKSystems

Nov 2013 to May 2015

Technical Lead, UI/UX

- Designed WCAG-compliant, responsive UI/UX for enterprise web applications achieving 100% cross-browser consistency
- Reduced user error rates by 20% through heuristic evaluation and evidence-based UI pattern design

Sigma Info Solutions

Jun 2012 to Oct 2013

Technical Lead, UI

- Delivered UX for financial services and retail platforms; standardised reusable components across desktop and mobile

- Increased platform adoption by 22% and reduced design-to-development turnaround by 28%

Emanage Law (Formerly Enrich Programmable Solutions)

Jan 2011 to Jun 2012

Senior Web/UI Designer

- Designed UX/UI for legal technology and B2B/SaaS digital products; high-fidelity prototypes accelerated client sign-off cycles by 50%

Brickwork India

Sep 2007 to Dec 2010

Senior Graphic and Digital Designer

- Managed cross-channel brand and digital assets for multiple clients; improved project delivery timelines by 20% through consistent design systems

Source Edge Software

Oct 2006 to Jul 2007

Web Designer / Consultant

- Built responsive websites for multiple clients using HTML, CSS, and JavaScript; reduced visual production time by 20% via reusable template frameworks

CERTIFICATIONS

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- User Research: Methods and Best Practices | Interaction Design Foundation | Feb 2024
 - UX Management: Strategy and Tactics | Interaction Design Foundation | Jan 2024
 - Service Design: Integrated Service Experiences | Interaction Design Foundation | Mar 2022

EDUCATION

Bachelor of Arts in Economics | University of Calicut | 2002

MoE / MOFA Attestation Available

Multimedia Specialist Programme | Aptech India | 2004

LANGUAGES

English (Fluent) | Malayalam (Native / Bilingual) | Arabic (Basic)