SUMAN MANDAL

Lead UX/UI Designer

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PROFESSIONAL SUMMARY

Lead UX/UI Designer with 11+ years leading end-to-end design across Healthcare, Data Analytics, Retail, Technology, and Banking B2B products. Proven record of translating complex user and business needs into measurable outcomes — including a 15% reduction in employee attrition via an executive analytics dashboard and a 10% ROI improvement on a legacy platform redesign. Strong accessibility (WCAG 2.1) expertise, cross-functional leadership, and experience mentoring design teams and converting RFPs into delivered projects.

CORE SKILLS

UX Research: User Interviews, Usability Testing, Personas, Empathy Mapping, Heuristic Evaluation, Competitive Analysis, A/B Testing, Journey Mapping, Information Architecture
UX/UI Design: Interaction Design, Visual Design, Design Systems, Wireframing, Prototyping, Responsive Design, Accessibility (WCAG 2.1, ADA)
Tools: Figma, Adobe Creative Suite, Sketch, Framer, Spline, Zeplin, Miro, Power BI, JIRA (Agile)
Platforms: iOS, Android, Tablet, Web, SharePoint, Microsoft 365

PROFESSIONAL EXPERIENCE

Genpact | Bangalore

Senior Analyst *[Dec 2022] – Present*

- Lead design strategy for B2B Healthcare and Data Analytics products, owning research through prototyping and testing as an individual contributor while mentoring junior designers.
- Designed an executive HR Dashboard (Power BI) tracking attrition, engagement, and exit drivers, giving leadership real-time visibility and driving a 15% reduction in attrition; recognized with a client award.
- Converted 2 of several RFPs into signed projects by delivering user-centered proposals under tight deadlines.
- Introduced AI-assisted design workflows and partnered with cross-functional engineering, product, and client teams to align solutions with business goals.

Cognizant | Bangalore

Associate *[July 2021] – [Nov 2022]*

- Redesigned a 20-year-old legacy Data Analytics B2B platform, overhauling flow and information architecture; delivered a 20% ROI improvement and ~$5,000/year reduction in training costs.
- Directed research and client presentations as sole design lead on the account, translating findings into validated prototypes.
- Managed RFP estimation, solution design, and conversion tracking across the Healthcare and Data Analytics portfolio.
- Guided and reviewed the work of peer designers, unblocking delivery risks before client checkpoints.

Infosys | Bangalore

Senior Associate Consultant *[July 2019] – [July 2021]*

- Built templates and workflows for a B2B Online Marketing tool that drove a 10% increase in sales and notable subscriber growth.
- Designed an OmniChannel Retail platform replacing manual spreadsheet tracking, improving cross-channel sales by 20% (40% during peak seasons) and reducing communication errors between stakeholders.
- Led a design pod across Healthcare, Retail, Technology, and Telecom clients; ran monthly design challenges and owned client visits and onboarding for new team members.

Wipro | Bangalore

UX/UI Designer*[June 2025] – [June 2019]*

- Delivered end-to-end UX/UI for Healthcare and Banking clients as an individual contributor, engaging directly with stakeholders to define requirements.
- Served as Accessibility Subject Matter Expert, auditing and resolving issues against WCAG 2.1 guidelines across product lines.

EDUCATION

UI/UX Bootcamp (PG Program) — Caltech University
[Nov 2024] – [Nov 2025]
B.Tech (IT) — Amity University, Lucknow
[Aug 2011] – [Aug 2015]

CERTIFICATIONS & AWARDS

- Google UX Design Professional Certificate — Coursera (Oct 2026)
- Strategic Design Program - Rhode Island School of Design x Infosys [Aug 2019] – [Sep 2019]
- Certificate in Fine Arts by ArtBeat (Sep 2025)
- Spot Award — Genpact, Dec 2024 (HR Dashboard impact)
- Honorable Mention — International Creative Writing Competition by Japan & UNESCO