

MANINDER KAUR

Senior Senior Product Designer

SUMMARY

- Senior product designer with 10+ years in enterprise SaaS, AI, healthcare, and consumer products, specializing in complex workflow design and AI-driven user experiences.
- Led AI onboarding and agent-assistance workflows at Nextiva, achieving up to 50% reduction in missed calls and 20% faster call handling.
- Proficient in Figma, Adobe CC, Cursor, Claude, ChatGPT, GitHub Copilot, HTML, CSS, JavaScript, and design systems like Sedona.
- Experienced in design systems, human-AI interaction, conversational UX, prototyping, usability testing, and data-driven UX strategies.
- Mentored 80+ designers via ADPList and led design teams through critiques, coaching, and cross-functional collaboration.

TECHNICAL SKILLS

Main Technical Skills	Figma, HTML, CSS, JavaScript, Adobe Illustrator
AI Tools & Assistants	ChatGPT, Claude, Cursor, GitHub Copilot
Programming Languages	JavaScript
AI & Machine Learning	Claude
UI Frameworks, Libraries, and Browsers	CSS, HTML
Cloud Platforms, Services & Computing	Vercel
UI/UX/Wireframing	Adobe Illustrator, FigJam, Figma
Collaboration, Task & Issue Tracking	Atlassian Confluence, Jira, Miro, Notion
Third Party Tools / IDEs / SDK / Services	Cursor

WORK EXPERIENCE

Specialist, Product Design - Nextiva (AI Products & Platform)

Duration: Apr 2024 – Apr 2026



Summary:

- Designed AI onboarding, agent-assistance, and customer communication experiences for Nextiva's enterprise SaaS products, including contributions to the Sedona design system
- Nextiva is a leading provider of cloud-based business communication solutions

Responsibilities:

- Led onboarding and support-workflow design for XBert AI, including AI setup, skill selection, and testing before launch.
- Designed agent-assistance workflows for NextIQ with suggested replies, source references, and response-editing controls.
- Designed messaging and collaboration workflows for My Hub, a customer communication platform serving 70K+ monthly active users.
- Designed real-time assistance for support agents in TataPlay Agent Assist.
- Replaced spreadsheet-based contact workflows with a unified customer view in Contact Management on NEXT.
- Contributed reusable components, tokens, and patterns to the Sedona Design System and proposed documentation improvements.
- Built interactive prototypes using Cursor and Vercel for product and engineering team reviews.
- Mentored 2 designers and 1 researcher through design critiques and coaching on live product work.

Technologies: Figma, Cursor, Vercel, Adobe CC, Jira, Confluence, Notion, FigJam, Miro, HTML, CSS, JavaScript

Freelance Product Designer - Upwork (Various Client Projects)

Duration: May 2023 – Mar 2024

Summary: Delivered product design services for multiple clients including AI-assisted course planning, analytics dashboard redesign, and website and booking flow redesign for healthcare and technology clients.

Responsibilities:

- Designed an AI-assisted course-planning flow for educators in BWISE iOS e-learning app.
- Redesigned analytics dashboards for Rapidcloud to improve clarity for non-technical users.
- Redesigned website and online treatment-booking flow for BodyFactory Skincare clinic in New York.

Technologies: Figma, Adobe CC, HTML, CSS, JavaScript

Senior UX Designer - E2open (MobileSTAR and Web Products)

Duration: Nov 2021 – Mar 2023

Summary: Redesigned last-mile delivery app workflows and onboarding processes for E2open, a supply chain software provider, improving shipment tracking, proof of delivery, routing, and user activation.



Responsibilities:

- Redesigned driver and depot workflows in MobileSTAR app including shipment tracking, proof of delivery, and routing.
- Led onboarding redesign across web products.

Technologies: Figma, Adobe CC, Jira, Confluence, Notion

Senior Product Designer - CaringCo (Digital Care-Delivery Service)

Duration: May 2021 – Sep 2021

Summary: Designed workflows and operational dashboards for a digital care-delivery service partnering with clinical leadership to improve infection control and medication tracking.

Responsibilities:

- Partnered with clinical leadership to design care-delivery workflows.
- Designed 8 operational dashboards for infection-control and medication metrics tracking.
- Simplified patient-intake workflows.

Technologies: Figma, Adobe CC

Lead UI/UX Designer - Alphonic (Client Engagements in SaaS, Healthcare, Education, and Consumer Products)

Duration: Aug 2015 – Apr 2021

Summary: Led design across over 60 client projects in various domains including SaaS, healthcare, education, and consumer products, providing leadership and design strategy.

Responsibilities:

- Led design efforts across 60+ client engagements.
- Guided design team through weekly critiques and individual coaching.
- Facilitated workshops to clarify business requirements and define design specifications.

Technologies: Figma, Adobe CC, HTML, CSS, JavaScript

EDUCATION

- **Bachelor of Technology in Computer Systems**
Punjab Technical University, Ludhiana, India
2011 – 2015

