Vinay Avinash Kulkarni

Dubai, UAE (Dependent Visa) vinaykulkarni111@gmail.com +971582369772 linkedin.com/in/vinay-kulkarni-a37606239
www.vinaykul.design/

SUMMARY

Product Designer with 6+ years of experience leading end-to-end product design across AI, healthcare, telecommunications, insurance, productivity, workforce management, and enterprise SaaS. Experienced in shaping product strategy, simplifying complex workflows, driving UX direction, and partnering with product, engineering, and business stakeholders from discovery through delivery. Strong focus on AI-native experiences, enterprise workflows, design systems, data-rich interfaces, and measurable product outcomes.

EXPERIENCE

UX/CX Designer | Optum (United Health Group)

February 2026 - August 2026, Chennai (IN)

- Designed end-to-end design of an AI-native CRM platform, replacing fragmented legacy workflows with AI-assisted case handling and a single view of member information.
- Owned UX for a healthcare benefits platform used by 50K advocates. Redesigned the inquiry flow around a consolidated member view, contributing to a 30% reduction in average resolution time.
- Consolidated member and provider data from 4 screens or systems into one workspace, cutting context-switching for advocates during live calls.
- Designed contact-center experiences on Amazon Connect, working with engineering to fit telephony and data constraints without compromising the advocate flow.
- Introduced navigation and interaction patterns that reduced steps per inquiry and improved advocate satisfaction scores.

Design Lead (Official Designation: Senior Technical Lead) | HCL TECH

October 2020 - January 2026, Chennai (IN)

- Led UX for an enterprise application deployment product, turning a multi-step, error-prone process into guided workflows that reduced operational errors and shortened deployment time by 70%.
- Designed workforce analytics and insurance processing platforms for global enterprise clients, simplifying data-dense dashboards and claims workflows to improve task completion rate.
- Built and drove adoption of a cross-platform design system (components, patterns, documentation) across 2 products, speeding up design and development cycles by 30%.
- Ran usability testing and prototype validation before build, reducing development rework by 20% and shortening release timelines.
- Partnered with PMs and engineers to turn requirements into scoped, shippable designs tied to business KPIs, reducing late requirement changes.
- Created UX concepts, wireframes and solution narratives for RFPs, contributing to 3 new client wins.
- Mentored 2 junior designers through critiques and delivery reviews, raising design quality and consistency across teams.

EDUCATION

Master of Design | IIT Bombay

8.1, Mumbai (India), 2020

Bachelor of Engineering | Lokmanya Tilak College of Engineering

Koparkhairane, Navi Mumbai (India), 2015

CERTIFICATIONS

UX Management: Strategy and Tactics | **IxDF**

2025

AI for Designers | **IxDF**

2024

Enterprise Design Thinking Practitioner | **IBM**

2024

Developing Innovative Ideas for Product Leaders | **Coursera**

2023

SKILLS

Product & UX

Product Strategy · UX Strategy · Interaction Design · User Research · Information Architecture · Design Systems · Service Design · Usability Testing · Prototyping · Data Visualization · Analytics · DesignOps

AI & Emerging Interfaces

AI Product Design · AI-native UX · Human–AI Interaction · AI-assisted Design · Prompt Design · Generative UI

Leadership

Design Direction · Stakeholder Management · Cross-functional Collaboration · Design Critique · Mentoring · Design Facilitation

Tools

Figma · FigJam · Claude · Microsoft Copilot · Jira · Confluence · Adobe Creative Suite · AWS
