

MOHAN VENKATESH

Senior UX Designer · UX Leader · Design Systems · AI-Directed Product Engineering

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PROFESSIONAL SUMMARY

Senior UX Designer and UX leader with 20+ years across enterprise, mobile, and web products at Ericsson, Ellucian, HP, and healthcare technology. Owns design end-to-end — generative research through GA release — for complex, data-rich, role-based enterprise workflows; built and led a 21-person UX organization. Since 2025, has independently architected and shipped seven production AI products, directing multi-agent AI development with adversarial review gates, GraphRAG knowledge engines, and evaluation infrastructure — bringing enterprise UX rigor to the AI-native software lifecycle.

CORE COMPETENCIES

Research & Strategy. Generative & Evaluative User Research · Design Thinking · Customer Journey Mapping · Usability Testing · Heuristic Evaluation · Information Architecture

Interaction & Visual Design. User Flows · Wireframes · Interaction Models · Prototyping · Visual Design · Typography & Layout · Micro-interactions · Error, Empty & Loading States · Mobile-first Responsive UX

Design Systems & Delivery. Atomic Design · Component Libraries · Pattern Governance & Adoption · UX Standards & Design Principles · WCAG 2.2 AA Accessibility · i18n / L10n · Agile · Dev Handoff

AI-Directed Development. Agentic AI · Multi-Agent Orchestration & AI Review Gates · Prompt, Context & Agentic-Loop Engineering · MCP Integration · RAG / GraphRAG · Knowledge Graphs · Vector Embeddings · LLM Evaluation · Model-Tier Routing · Human-in-the-Loop Execution & AI Product Design — fluent across conversational AI, agent skills, and AI IDEs

TOOLS

Design & Prototyping. Figma · FigJam · Sketch · Adobe Creative Suite (XD, Illustrator, Photoshop) · UXPin

Research. Qualtrics · UserTesting · Camtasia · Survey design & analysis

Engineering & AI. Claude Code · Cursor · Gemini · ChatGPT · NotebookLM · MCP · Amazon Kiro · Next.js / React · FastAPI · Supabase / Postgres · Playwright · HTML / CSS / JavaScript · Vercel / Fly.io CI-CD

PROFESSIONAL EXPERIENCE

Senior UX Designer

ERICSSON · Athlone, Ireland

March 2019 – December 2025

ESOA — Ericsson Service Orchestration & Assurance — and the ESO 5G UI migration (YMER → EUISDK) for Tier-1 operators including Telstra, TMO, Optus, and Swisscom: mission-critical, role-based network operations tooling.

- Architected and executed end-to-end UX ownership — generative stakeholder interviews, journey mapping, user flows, wireframes, interaction models, prototypes, and polished UI — across multiple GA releases, coordinating design across India, Ireland, and Canada.
- UX lead for Ericsson's GenAI initiative (EDS MCP AI Agent) — converting text and voice prompts plus Figma wireframes into fully Ericsson-themed production UIs, sharply accelerating design-to-code velocity.
- Closed 28 UX issues before GA (5 critical, 10 major, 13 minor) through heuristic evaluation across 200 guidelines and 9 usability categories with 5 UX experts; established a 72% heuristic UX baseline with prioritized improvements.
- Reduced pre-release usability risk by quantifying a 35% baseline task-failure rate across 20 user-task attempts; synthesized findings into themes, recommendations, and roadmap-ready GA fixes for hidden UI elements, navigation, error messages, and documentation gaps.

- Validated D&R workflows with Telstra and Optus customer users — 100% completion across 15 required task attempts, shipping 12 GA improvements spanning navigation, dense-data table usability, role-based status visibility and permissions, advanced filters, exception handling, error recovery, and empty-state messaging.
- Led the ESO 5G UI migration from YMER to EUISDK, applying Design Thinking and iterative usability testing to deliver responsive, accessible UI — refining typography, layout, and component behavior for loading, error, and edge-case states release-over-release.
- Established and governed scalable UX standards, design principles, and design-system practices with global product, engineering, and research teams; co-led design reviews and customer co-innovation workshops with operator stakeholders.

User Experience Consultant (Independent)

DIAGNOX · Bangalore, India · Remote

May 2016 – February 2019

Healthcare technology startup — mobile-first patient engagement and diagnostic-reporting platforms in a regulated context.

- Designed end-to-end mobile UX for patient onboarding, diagnostic-result analysis, and reporting — applying Design Thinking to streamline journeys for both patients and clinical staff.
- Created branding guidelines, visual identity, and a reusable style guide; delivered wireframes, interactive prototypes, and engineering-ready specifications informed by stakeholder interviews and competitive analysis.

User Experience Manager

ELLUCIAN · Bangalore, India

January 2015 – April 2016

Built and led the flagship India UX organization supporting Ellucian's global higher-education ERP product divisions.

- Built and led a 21-person UX organization spanning Research, Analysis, Design, and Development — full-time staff plus contractors across U.S., India, and EMEA; owned recruitment, performance, budgeting, and stakeholder alignment.
- Set vision, KPIs, and annual goals for the UX division; embedded WCAG accessibility and i18n as standard practice across the product portfolio.

Lead UX Analyst

ELLUCIAN · Bangalore, India

November 2009 – December 2014

Banner XE — Ellucian's flagship higher-education ERP product.

- Owned UX vision, journey mapping, and end-to-end experience strategy for data-rich enterprise workflows and self-service portals; co-established the company-wide UI Pattern Library and drove adoption across product teams.
- Designed mobile-first UI for “Mobile Go” — Ellucian's iOS and Android applications — and served as SME for internationalization (i18n) across the portfolio.

Senior Communications Specialist · Usability Lead

HEWLETT-PACKARD (HP) · Bangalore, India

April 2006 – June 2009

HP.com Business Support Center — usability evaluation across HP's global web properties.

- Established a usability lab and reporting structure to evaluate and improve product interfaces across HP's global web properties; mentored designers on standards compliance.

Earlier Experience

Mphasis · StorageTek · EDS Technologies

2001 – 2006

UI/UX, Communications, and Content roles. Detailed history at [linkedin.com/in/mohanvenkatesh](https://www.linkedin.com/in/mohanvenkatesh).

AI-DIRECTED PRODUCT ENGINEERING — INDEPENDENT BUILDS (2025 – 2026)

Seven production AI products shipped solo by directing agentic AI development — every claim verifiable in live deployments.

- Architected and shipped a full-stack AI prediction platform (Next.js 16, FastAPI, custom computation engine) by directing multi-agent AI development teams end-to-end — from knowledge-base construction to production deployment across Vercel and Fly.io.

- Built a production GraphRAG system: a 26,700-node knowledge graph distilled from a 32-text classical corpus, powering rule-based predictions with verifiable source citations, plus 26,700+ locally generated vector embeddings (768-dim) for hybrid search.
- Devised MAFIP, a multi-agent development protocol with independent adversarial AI review gates (score $\geq 95/100$ to ship, zero critical findings) — e.g., a flagship feature gated at 91/100 was remediated to 97/100 before release; sub-standard slices held back.
- Established evaluation infrastructure that AI-generated code must pass: a 340-test backend suite, golden-reference regression tests, Playwright E2E with axe accessibility checks and visual baselines, and CI quality gates — catching AI-introduced defects before production.
- Systematized the practice into published, reusable assets and shipped production surfaces: [blueprint.uvwx.me](#) (AI-powered SDLC methodology v4.0), [doctor.uvwx.me](#) (client healthcare platform), [muhurtha.uvwx.me](#) (domain-rule engine), [jobportal.uvwx.me](#), [learn.uvwx.me](#), and [uvwx.me](#) — all under locked design systems, WCAG-verified accessibility, and programmatic SEO.

EDUCATION

Bachelor of Engineering (B.E.) — University of Mysore

CERTIFICATIONS

- Human Factors International (HFI) — Web UI, Mobile UX, and Persuasion Emotion Trust (PET) Design.
- Certified ScrumMaster (CSM), August 2015.

AWARDS & RECOGNITION

- SAPPHIRE GEM and CLEAR SPIRIT awards — mobile app design. • CUSTOMER TEAM CHAMPION — process optimization.

LANGUAGES

English (fluent, professional) • Hindi • Kannada • Tamil

REFERENCES

12 LinkedIn recommendations from former colleagues and managers — visible at [uvwx.me](#) and [linkedin.com/in/mohanvenkatesh](#).