

Chanukya Sri Vinayak

Senior Product Designer | AI, Enterprise UX & Design Leadership

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PROFESSIONAL SUMMARY

Senior Product Designer with 14 years of product design experience, including 9 years of design leadership across cross-functional teams. Experienced in user-centred and life-centred design, UX research, AI-enabled experiences, data-driven insights, project management, and enterprise product design. Delivered measurable outcomes including 29% higher user retention, up to 41% higher engagement, 80% lower manual effort, 70% faster workflows, and 60% improved decision-making.

CORE SKILLS

Product Strategy | Product Design | UX Design | AI Product Design | Enterprise UX | UX Research | Interaction Design | Information Architecture | Design Systems | Design Thinking | Usability Testing | Prototyping | Accessibility | Stakeholder Management | Design Leadership

PROFESSIONAL EXPERIENCE

IBM | Senior UX Product Designer

February 2024 - September 2026

- Led end-to-end UX for IBM's Network Capacity Management platform, reducing manual effort by 80%, accelerating workflows by 70%, and improving decision-making by 60%; leveraged IBM Bob AI Agent for Figma design development and GitHub for cross-functional collaboration.
- Championed UX for IBM's BSS AI Agent, improving user engagement by 80% and decreasing onboarding time by 78% through iterative design enhancements.
- Directed UX for IBM Symphony, boosting efficiency by 80% and user satisfaction by 90%.
- Conducted semi-structured remote user interviews with 21 participants for Location Management, improving feature prioritization by 80%.

Verizon | UX Lead Designer

October 2014 – February 2024

- Introduced Verizon AI chatbots and virtual assistants, reducing response times by 68%.
- Identified HR product gaps, cutting administrative hours by 32% and saving \$0.5M.
- Built Rad'r project dashboards analyzing user behavior and uncovering 15 key insights.
- Directed UX research for Sourcing Portal, conducting 15+ user interviews to refine designs.
- Achieved a 93% engagement boost on Volunteer Portal through a scalable design system.

Corpus Media Labs | UX Design Head

July 2009 – September 2014

- Directed UX for corporate platforms, increasing site traffic by 63% and retention by 72%.
- Designed a responsive customization experience, achieving 93% NPS through iterative testing.
- Guided a creative team driving innovation in multimedia home platform product experiences.
- Delivered design enhancements, boosting productivity by 33% and generating \$128K in revenue.

PATENTS

- US Patent 11545023 - Rad'r IoT Product, Verizon, January 2023
- PCT No. IB2024/055273 & India Granted Patent No. 555950 - Vaayurath, February 2024

EDUCATION & CERTIFICATIONS

- Certified Corporate Director - Institute of Directors, April 2025
- UX Roadmaps - Nielsen Norman Group, September 2024
- UX Management Strategy & Tactics - Interaction Design Foundation, September 2019
- Human-Computer Interaction - IIT Mumbai, February 2017
- Usability Analyst - Human Factors International, August 2014
- Master of Computer Applications - IGNOU, December 2006

AWARDS & ACHIEVEMENTS

- Amazing Work Appreciation Award, IBM, April 2024
- 23 Spotlight Awards for Innovation & Accountability at Verizon, February 2024
- Smart Building Innovation Award, Vertendix, London, October 2020
- Gold Medallist, Dell Designathon, February 2017
- National Jury Award, Best Innovative SME, August 2024
- Speaker Award, UX India, September 2024