

Sagar Kumar

+917066872321 | sagar17.kumar@gmail.com | [LinkedIn](#) | [Portfolio](#)

EXPERIENCE

Lead Product Designer

Jan. 2023 – Present

Jio Platforms Ltd.

Bengaluru, KA

- Designed and deployed an AI Chatbot platform for all Jio/RIL Platforms with no-code integration, seamlessly embedded across the website and other verticals. Enhanced customer engagement and operational efficiency, significantly increasing Customer Satisfaction Score (CSAT) from 2.6 to 4.2.
- Currently Designing a centralized repository of advertising-specific components within its platform, designed to support multi-domain businesses across Jio/RIL Industries Addressing the current limitations of Ad management solutions by offering a unified experience for advertisers and publishers. Improving customer experience by 80%.
- Engaged cross-functional teams of Product Managers, Developers, and Stakeholders to ensure precise implementation of design specifications for a smoother workflow throughout the development process.

Senior Product Designer

Oct. 2021 – Jan. 2023

PayU Payments Pvt. Ltd

Bengaluru, KA

- Increased user engagement of the PayU Partners Platform through UX improvements and adding new features.
- Facilitated design thinking workshops with Engineering & Business stakeholders to align product vision.
- Led UX design for a high-transaction payment platform, improving merchant retention by 25%.

Senior UX/UI Designer

Sept. 2019 – Oct. 2021

Infosys Digital

Pune, MH

- Collaborated with clients to transform their goals and audience needs into impactful digital experiences, boosting engagement by 30% and client satisfaction by 40% while ensuring faster project delivery.
- Lead 150+ pre-sales / RPFs for the design unit successfully and Lead the revenue management for studio.

Senior Product Designer

Jul. 2018 – Jul. 2019

GRIT Innovations Pvt Ltd

Hyderabad, TG

- Created internal tools for Security, People Ops, and Maps and Data teams, enhancing efficiency through user-focused research.
- Developed prototypes that improved stakeholder alignment by 30%.

Product Designer

Sep. 2017 – Jul. 2018

Codelogic Software Solutions

Hyderabad, TG

- Conducted user research & competitor analysis, informing data-driven design decisions.
- Developed landing pages and dashboards, increasing engagement by 15%.

UX/UI Designer & Frontend Developer

Dec. 2016 – Sep. 2017

Insta9 Technologies

Hyderabad, TG

- Translated Google Analytics insights into actionable design improvements.
- Designed low-fidelity mockups for mobile and web, increasing user retention.

LIVE PROJECTS

Jio AI Chatbot | *AI, Figma, Product Design, Collaboration*

Jan. 2024 – Apr. 2024

- CSAT increased to 4.2 due to the enhanced convenience and control offered by the chat.
- Support calls reduced by 55-60% as customers utilize the chat in MyJio & Jio Retail for issue resolution.
- Average customer wait times decrease to 8-10 secs by 50-60% customers who can resolve issues independently.
- Collaboration with Product Managers, Engineers, and Cross-Functional stakeholders.

Morgan Stanley KIID Repository | *Figma, UI/UX Design, UX Research*

2019 – 2021

- Increased Product Engagement Rate to 71% from 32%.
- 60% Reduction in document retrieval time.
- 0 Compliance failures in first 6 months post-launch.
- 100% Audit trail coverage — zero manual logging.

CN Express Pass — Intermodal Driver App | *Figma, UI/UX Design, UX Research*

2019 – 2021

- Driver action steps from route assignment to gate access Paperless.
- QR-based digital pass replacing all paper documentation Offline-First.
- Passes cached locally — works without mobile signal.

DESIGN & TECH SKILLS

Design Tools: Figma, Adobe Photoshop, Adobe Illustrator, Adobe After-Effects, Sketch

Design Skills: UX Design, UI Design, UX Research, Wireframing, A/B Testing, Advance Prototyping, Design Documentation, Design System, Storyboarding, Data Driven Design

Collaboration: Stakeholder Management, Cross-Functional Collaboration, Strategy Design Leadership, Mentoring

Tech Skills:HTML, CSS, JS, React

EDUCATION

MIT, Pune University

Master of Computer Applications

Pune, MH

2013 – 2016

Osmania University

Bachelor of Commerce

Hyderabad, TG

2010 – 2013

CERTIFICATION

Center for Complexity, RISD

Professional Certificate

IxDF HCI Certified

Design Thinking : Product Design & Testing

IBM

Master Digital Product Design

LinkedIn

Digital Skills: Accessible Design & Competent Leader