YADHUKRISHNAN R

Senior Product Designer | AI Products & Enterprise SaaS
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PROFESSIONAL SUMMARY

Senior Product Designer with 7+ years of experience designing AI-native products, generative AI and agentic AI experiences, and enterprise B2B SaaS platforms. Design lead for 0-to-1 AI products across cybersecurity, MarTech, AI observability, and customer success, including operating-system-style platforms for CISOs and marketers. Proven end-to-end product design ownership: product discovery, user research, information architecture, user flows, interaction design, prototyping, usability testing, visual design, and design systems. Former design team lead and startup co-founder who mentors designers and drives AI adoption in design teams. Specialized in human-AI interaction, complex enterprise workflows, and data-rich dashboards that turn technical capability into simple, trustworthy, human-friendly experiences.

CORE SKILLS

Product Design: End-to-End Product Design, 0-to-1 Product Design, UX Strategy, Product Discovery, User Research, Usability Testing, Information Architecture, User Flows, Wireframing, Prototyping, Interaction Design, Visual Design, Design Systems, Responsive Web and Mobile App Design, Accessibility (WCAG)

AI Design: AI Product Design, Generative AI UX, Agentic AI UX, Human-AI Interaction, Human-in-the-Loop Design, Explainable and Trustworthy AI, Conversational UX, AI Workflow Design, AI Agent Observability, Dashboard and Data Visualization Design

Leadership: Design Leadership, Team Management, Mentoring and Coaching, AI Upskilling and Enablement, Stakeholder Management, Cross-Functional Collaboration, Design Critiques and Reviews, Product Strategy, Roadmapping, Customer Journey Mapping, Service Design

Tools: Figma, FigJam, Adobe Creative Suite, Miro, Dessn.ai, Claude Design, Cursor, ChatGPT, Claude, User Research and Testing Tools, Agile/Scrum Environments

Domains: Artificial Intelligence, B2B SaaS, Cybersecurity, MarTech and Marketing Automation, AI Observability, DevOps and SRE, Customer Success, Healthcare, Hospitality, Education, E-commerce

WORK EXPERIENCE

Senior Product Designer — KeyValue Software Systems

Sep 2024 – Present | Kochi, Kerala, India (Hybrid)

- Lead end-to-end product design for AI-native B2B SaaS products, owning product discovery, user research, information architecture, user flows, interaction design, prototyping, usability testing, and high-fidelity UI.
- **Security Operating System for CISOs:** Led design of an AI-powered cybersecurity platform for CISOs and enterprise security leaders from 0 to 1, translating complex security and risk data into clear, decision-ready dashboards and workflows.
- **Operating System for Marketers:** Led design of an enterprise agentic AI marketing OS that runs the full workflow from brief to live campaign, bringing multi-model AI creative generation (copy, image, video), brand guardrails and AI governance, collaborative review and approval, and performance insights into one platform.
- **AI-Based Marketing Campaign Platform:** Led design of a generative AI campaign product covering AI-generated marketing creatives, audience targeting, and multi-channel campaign automation.
- **Observability Platform for AI Agents:** Led design of an AI observability platform that helps engineering, SRE, and DevOps teams monitor, trace, and evaluate AI agent behavior, performance, and reliability.
- **AI-Based Customer Success Management Platform:** Led design of an AI-powered customer management OS that unifies client data from CRMs, email, Slack, and support tools into one workspace, using AI agents to predict churn early, surface upsell opportunities, track real-time account health, and automate meeting prep and follow-ups.
- Designed trustworthy human-AI interaction patterns, including agentic workflows, human-in-the-loop controls, and explainable AI outputs, alongside data-dense dashboards and scalable design systems.
- Partner with founders, product managers, and engineering teams to define product strategy, shape roadmaps, and ship features in fast-paced agile environments.
- Mentor and coach designers through design critiques and reviews, and played a key role in upskilling the design team for the AI era by introducing AI-assisted design, prototyping, and research workflows.

Lead UI/UX Designer — Outré (42signs)

Mar 2023 – Sep 2024 | Bengaluru, Karnataka, India

- Led and managed a multidisciplinary team of UX, motion, and graphic designers, owning design direction, quality, and delivery across concurrent client projects.

- Drove website and digital experience projects across hospitality, healthcare, education, and SaaS for Australian clients, from discovery and UX strategy through final delivery.
- Blended business strategy, user experience, and visual storytelling to create user-centered solutions that strengthened brand identity and improved SEO and lead generation.
- Acted as primary design point of contact for clients and stakeholders, translating business goals into design decisions.

UI/UX Designer — Outré (42signs)

Feb 2021 – Feb 2023 | Bengaluru, Karnataka, India

- Delivered end-to-end UX for websites and digital products across multiple industries: research, information architecture, wireframes, prototypes, and final UI.
- Collaborated with developers and project managers to ensure faithful, high-quality implementation of designs.

Senior Business Analyst — LARKCS LIFE LINK (OPC) PVT LTD

Jun 2019 – Dec 2020 | Kochi, Kerala, India

- Formulated and implemented business strategies to drive growth and profitability, working closely with cross-functional teams.
- Identified new growth opportunities and expansion possibilities through data analysis and market research, keeping the company ahead of competition.

CEO / Co-Founder — Quickwel

Nov 2016 – Jan 2019 | Kerala, India

- Co-founded a healthcare startup delivering a Bystander Service via mobile and web apps, enabling users to book trained hospital and home bystanders to support patients and caregivers.
- Conceived and launched a peer-support platform connecting individuals with the same chronic illness for on-demand, in-person support with personalized meet-ups.

EDUCATION

Bachelor of Business Administration (BBA)

Annamalai University | 2017 – 2020