

Rajesh Dhagare

UX Leader | Enterprise Product Design | Design Systems & UX Strategy

📍 India (Open to hybrid/global collaboration)
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Professional Summary

UX Leader and Enterprise Product Design Leader with **16+ years of experience** designing and scaling **complex, data-intensive B2B and enterprise platforms**, with a strong and growing focus on **AI-powered, data-driven, and intelligent user experiences**. Proven **player-coach** who balances hands-on UX contribution with team leadership, mentoring, and UX strategy execution. Strong **systems thinker** with deep expertise in **design systems, enterprise workflows, AI-assisted UX patterns, and evidence-based design practices**. Experienced collaborating with **global product, business, data science, and engineering teams** to deliver cohesive, scalable solutions that drive measurable business and user impact.

Core Competencies

UX Leadership & Strategy

UX Strategy Execution · Player–Coach Leadership · Design Critiques & Coaching · UX Maturity & Governance · Stakeholder Influence

Enterprise UX, Systems Thinking & AI

Enterprise UX Architecture · Systems Thinking · AI-Augmented UX Patterns · Human-in-the-Loop Design · Explainable AI (XAI) UX · Design Patterns & Scalability · Data-Intensive & AI-Driven Workflows · Journey Mapping

Research & Validation

User Research · Usability Testing · Evidence-Based Design · Prototyping & Validation · Analytics-Informed UX

Design Systems & Delivery

Design Systems Development · Component Libraries · Responsive & Adaptive Design · Agile & Lean UX

Collaboration & Ways of Working

Cross-Functional Collaboration · Distributed & Global Teams · Product–Engineering Alignment

Professional Experience

Lead UX Designer / Acting UX Manager

HCL Software | Nov 2022 – Present

- Serve as **day-to-day UX lead** for the **UNICA enterprise marketing platform**, contributing hands-on across research, interaction design, and high-fidelity UX/UI for complex, **data-driven and AI-assisted workflows**, including campaign intelligence, recommendations, and automation experiences.
- Balance **individual design contribution (~50%)** with **team leadership and mentoring (~50%)**, supporting junior and mid-level designers through regular feedback, critiques, and coaching.
- Partner closely with **product managers, business analysts, data science, and engineering teams** to embed UX across the full product lifecycle and influence AI-enabled product direction.
- Design and validate **AI-assisted UX patterns** (recommendations, guided workflows, confidence cues, and explainability) to improve trust, adoption, and decision-making.
- Lead **user research, journey mapping, and usability validation**, resulting in a **20% improvement in task completion and workflow efficiency**.
- Own and evolve a **scalable enterprise design system**, including patterns for **AI components**, ensuring consistency, accessibility, and long-term scalability across multiple products.
- Apply a **systems-thinking approach** to connect UX patterns, components, and interaction models across platforms.
- Contribute to strengthening UX culture through collaborative design reviews and shared best practices.

UX Designer (Enterprise Products)

Kyndryl (IBM) | Apr 2015 – Oct 2022

- Designed enterprise-grade user experiences for **UNICA, Watson Marketing Insights, and Watson Real-Time Personalization**, including **data visualization, predictive insights, and AI-driven personalization workflows**.
 - Translated complex business, data, and ML-driven requirements into clear **user flows, wireframes, prototypes, and validated UX solutions**.
 - Collaborated with **globally distributed design, product, data, and engineering teams**, adapting to cross-regional workflows and time zones.
 - Contributed to shared **UX standards, reusable patterns, and component libraries**, including early **AI and analytics UX patterns**.
 - Supported iterative, research-informed design practices within agile product teams.
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Web / Product Designer

Integration Infotech · Avsar Infotech · Linguanext · Microlucid · Image Point Technologies

May 2008 – Apr 2015

- Delivered UX and product design solutions across enterprise and consumer-facing applications.
 - Built strong foundations in **information architecture, interaction design, usability testing, and client collaboration.**
 - Worked across diverse domains, strengthening adaptability and problem-solving skills.
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Education

Bachelor of Arts (English)

YCMO University | 2003 – 2006

Equivalent practical experience in UX, Product Design, and Human-Centered Design (16+ years).

Certifications

- **Certified UX Analyst (CXA™)** – Human Factors International
 - **Certified Usability Analyst (CUA™)** – Human Factors International
 - **Service Design Certification** – Human Factors International
 - **Certified ScrumMaster® (CSM®)** – Scrum Alliance®
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Patent & Innovation

- **Patent:** P202102881US01

Translation of Traffic / Honking Sounds into Adaptive Healing Music and Traffic Guidance System

Demonstrates **systems-level innovation** and application of human-centered design principles to real-world challenges.

AI & Intelligent UX Capabilities

- AI-Assisted UX & Workflow Design
 - Human-in-the-Loop & Trust-Centered AI UX
 - Explainability, Confidence & Transparency Patterns
 - Prompt-Aware UX for Enterprise Applications
 - Designing for Automation, Recommendations & Decision Support
 - Responsible AI & Bias-Aware UX (Foundational)
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Design Tools & Platforms

Figma · Sketch · Adobe Creative Suite · Axure · Balsamiq · UserTesting · Hotjar · Google Analytics

Additional Strengths

- Strong advocate for **structured, evidence-based UX practices**.
 - Experienced in evolving **enterprise design systems** at scale.
 - Comfortable operating at the intersection of **UX, product strategy, and technology**.
 - Proven ability to work effectively within **global, matrixed organizations**.
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Portfolio available at: **www.rajeshdhagare.com**