MUKESH KOLHE

Innovative and results-driven UI/UX Designer seeking to leverage design expertise and user-centered solutions to drive impactful, intuitive, and accessible digital experiences, while fostering collaboration and achieving business objectives. Experienced in designing and delivering user-centric solutions for B2B, B2C, and enterprise-level applications across diverse industries.

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👤 PROFILE SUMMARY

- **Senior UX/UI Designer with 14+ years of experience** in designing user-centric digital solutions across enterprise, healthcare, Fin-Tech, and e-commerce domains, driving engagement, retention, and business growth.

- **Proven Leadership & Collaboration:** Led design teams, managed complex projects, and partnered with cross-functional stakeholders to deliver high-impact digital products aligned with business objectives.

- **Strategic Design Expertise:** Translated complex business requirements into intuitive, accessible, and scalable interfaces, optimizing user experience while meeting organizational goals.

- **User-Centered Design Approach:** Leveraged mixed-method research, usability testing, analytics, and market insights to inform design decisions and ensure solutions resonate with target users.

- **End-to-End UX Lifecycle Expertise:** Oversaw the entire design process, including project estimation, resource planning, prototyping, wireframing, and client communication, ensuring consistent quality and timely delivery.

- **Mentorship & Influence:** Guided and mentored teams through design processes, fostered skill development, and influenced product strategy to deliver cohesive, impactful outcomes.

- **Bridge Between Design & Development:** Ensured efficient feedback loops, aligned designs with agile methodologies, and facilitated seamless handoffs for optimal product development.

- **Expert in Core UX Deliverables:** Created personas, journey maps, information architecture, and design systems, consistently translating complex requirements into intuitive, user-friendly solutions.

- **Commitment to Business & User Alignment:** Delivered design solutions that drove both user satisfaction and business success, demonstrating measurable impact in engagement, feature adoption, and revenue growth.

⚙ IT SKILLS

- **Design Tools:** Figma, Adobe XD, Photoshop, Illustrator, Sketch
- **UX / Product Design:** User Research, User Interface Design, App Design, Wireframing, Prototyping, Data Visualization, Digital Product Design, Design System, Systems Thinking, A/B Testing, Tree Testing, Personas, Card Sort, Empathy Maps, Customer Journeys, Survey, Strategic Thinking, Product Analytics, and AI/ML technologies.
- **Project / Team Management Tools:** Jira, Trello, Asana, Notion
- **Research & Analytics Tools:** Hotjar, UserTesting, Maze, Vercel (v0), Replit, bolt.new, Voiceflow, FullStory, Microsoft Clarity, Google Analytics, Optimal Workshop, Accessible 360, Power BI, & Tableau.
- **Frontend / Coding:** HTML, CSS, JavaScript (basic), Bootstrap

🗄 CORE COMPETENCIES

- **User Experience (UX) Design**
- **User Interface (UI) Design**
- **Design Thinking & Human-Centered Design**
- **Gen AI-First & Agentic Experience Design**
- **Wireframing & Prototyping**
- **User Research & Usability Testing**
- **UX Audit and Heuristics Analysis**
- **Visual Design & Branding**
- **Stakeholder Management**
- **Usability Testing**
- **Design Systems Development**
- **Cross-Functional Team Collaboration**
- **Task Flows, Storyboarding, & Scenario Mapping**
- **A/B Testing & Data-driven Design Decisions**
- **Product Discovery & MVP Definition**

🎖 CERTIFICATION

- **Hotjar Foundations Level 1** | Hotjar by Contentsquare | 2024
- **Using AI in the UX Design Process** | LinkedIn Learning | 2024
- **Interaction Design Foundation (IxDF)** | Interaction Design Foundation | 2022 – 2023
- **UI/UX Design Bootcamp** | DesignBoat UI/UX School, Bangalore | 2020 – 2021
- **Google Analytics 4 Certification** | Udemy 2020

🏆 AWARDS

- **TCS Engineering Expo Award 2025** | Tata Consultancy Services, Nagpur | 10 Sept 2025
- **Generative AI Awards - Winner (UI/UX)**
- **Star Team Award** | Tata Consultancy Services, Nagpur | 20 Aug 2025
- **Pat on the Back Award** | Tech Mahindra, Pune | 10 July 2024
- **Pat on the Back Award** | Tech Mahindra, Pune | 13 May 2023
- **CSS Design Awards - Best UX Design (IND) 2018**

🎓 EDUCATION

📈 CAREER TIMELINE

Mar 2025 – Sep 2025 — Tata Consultancy Services

Tech Mahindra — Oct 2022 – Mar 2025

Feb 2020 – Oct 2022 — NLI Healthcare Pvt. Ltd.

SmartData Enterprises (I) Ltd. — Jun 2011 – Dec 2019

● **Bachelor of Business Administration (BBA)**
RTMNU University, Nagpur | 2007 – 2010

● **(PGDFM)**
RTMNU University, Nagpur | 2010 – 2011

💼 WORK EXPERIENCE

Senior User Experience Designer | Tata Consultancy Services | Nagpur | Mar 2025 – Sep 2025

- **Platform Transformation:** Revamped Hartford Reinsurance's legacy desktop application into a fully responsive, device-agnostic platform, elevating user satisfaction by 40%, cutting cross-device UI defects by 50%, and increasing task completion rates by 35%.
- **User Research & Analysis:** Conducted comprehensive mixed-method research, uncovered user pain points, performed heuristic evaluations, and delivered actionable UX audit recommendations that optimized product usability.
- **Prototyping & Interface Design:** Crafted wireframes, interactive prototypes, and high-fidelity UI interfaces adhering to usability best practices and WCAG accessibility standards.
- **Design System Implementation:** Developed a robust, scalable design system by applying principles of typography, color theory, iconography, and grid layouts, ensuring visual consistency and intuitive user experiences.
- **Cross-Functional Collaboration:** Collaborated with developers, product managers, and QA teams to align design solutions with technical constraints and business goals.
- **Performance Optimization:** Analyzed user behavior data and iterated on UI flows to reduce friction and improve task efficiency.
- **Accessibility Leadership:** Advocated and implemented accessibility improvements, enhancing usability for diverse user groups.
- **Power BI dashboards:** Designed and optimized with a strong focus on **usability, accessibility, and data storytelling** for business and operational users.
- **Built data models using star schema** principles to improve report performance, scalability, and ease of use.
- **Used Power Query (M)** for data transformation, cleansing, and shaping to ensure high-quality datasets.
- **Presented dashboards and insights to business stakeholders**, simplifying complex data into **clear, actionable narratives.**
- **Implemented v0 by Vercel at Hartford** to accelerate AI-assisted rapid prototyping, translating UX concepts into interactive UI prototypes and reducing design-to-development cycles.
- **Designed and delivered user-centric Power BI dashboards for Hartford,** applying UX and data visualization best practices to transform complex datasets into clear, accessible, and actionable business insights.

Lead UX | Tech Mahindra | Pune | Oct 2022 – Mar 2025

- **Enterprise Application Leadership:** Spearheaded the design and delivery of a Network Manager application for **AT&T and Bell Canada**, streamlining complex workflows and implementing a scalable solution serving millions of users.
- **Requirements Analysis & Stakeholder Management:** Gathered and documented detailed requirements, aligned design initiatives with business objectives, and collaborated closely with cross-functional teams to ensure clarity and feasibility.
- **UX Strategy & Optimization:** Developed and executed UX strategies to boost user engagement and retention, leveraging behavioral psychology, user research, Hotjar analytics, and UserTesting insights.
- **Usability Testing & Iteration:** Conducted usability testing sessions, analyzed findings, and iterated designs to enhance usability, reduce friction, and maximize task efficiency.
- **Process Enhancement:** Standardized design workflows and best practices across the UX team to accelerate project delivery and maintain consistency.
- **Accessibility & Inclusion:** Implemented accessibility improvements and inclusive design practices to ensure equitable experiences for diverse user groups.
- **Led design projects and workshops**, collaborating cross-functionally with the team to identify pain points and improve user experience through design solutions.
- **Conducted usability reviews and user testing** on dashboards, incorporating feedback into iterative improvements.
- **Customized ServiceNow Service Portal widgets** through UX prototyping and implementation using HTML, CSS, JavaScript ensuring scalable, user-centered experiences for AT&T.

UX Designer | NLI Healthcare Pvt. Ltd. | Mumbai | Feb 2020 – Oct 2022

- **Product Design & Development:** Designed and delivered the MasterControl application for clinical trials, product development, and employee management, creating fully interactive and responsive digital experiences.
- **End-to-End UX Solutions:** Developed user flows, wireframes, and prototypes that optimized usability, streamlined workflows, and supported complex enterprise processes.
- **Business Impact & Recognition:** Contributed to the product and design solution that secured a $32 Million deal for global white-labeling of the application.
- **User-Centered Research:** Conducted user research, feedback sessions, and usability testing to refine product features and enhance adoption.
- **Collaboration & Stakeholder Alignment:** Partnered with product managers, developers, and stakeholders to ensure alignment between user needs and business objectives.

UX Designer | SmartData Enterprises (I) Ltd. | Nagpur | Jun 2011 – Dec 2019

- **Design Leadership:** Led design initiatives across 50+ domains including healthcare, e-commerce, and fintech, driving user-centered solutions and innovative digital experiences.
- **End-to-End UX Delivery:** Developed research-driven wireframes, prototypes, and high-fidelity interfaces, ensuring alignment with user needs and business objectives.
- **User Research & Testing:** Conducted usability testing, heuristic evaluations, and user feedback sessions to iterate and optimize designs.
- **Cross-Functional Collaboration:** Partnered with product managers, developers, and stakeholders to integrate design solutions seamlessly into enterprise applications.
- **Process Improvement:** Standardized UX workflows and best practices across multiple projects to maintain quality, consistency, and efficiency.
- **Delivered UX and UI solutions** for web applications by translating business requirements into clear interaction models, collaborating hands-on with product teams from concept to prototype.
- **Led an independent UX practice** delivering end-to-end design for web and mobile, combining research, architecture, and interface design with business strategy, client management, and measurable outcomes.

COMMUNITY ENGAGEMENT

Volunteering

Volunteering – TCS Engineering Expo (Branding Team)

Contributed to branding and event execution for the TCS Engineering Expo. Conceptualized and presented an Agentic & Generative AI solution for one-click POC and RFQ generation, which **won the Best Engineering Expo Booth Award**.

Speaking

UX DESIGN KICKSTARTER

Dr. Ambedkar College, Deekshabhoomi, Nagpur

AI in UI UX Design How AI can help with UI/UX design and various tools

MK Umathe & Mokhare College, Nagpur

Writing

UX Articles, Insights and Reviews

- The State of UX in 2025: Key Trends and Emerging Directions
- Designing Data Tables for GIS in the Telecom Domain: A User-Centered Approach

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PERSONAL DETAILS

Languages Known: : English, Hindi, Marathi
Location: : Nagpur, Maharashtra