

Ashish Kumar

PRODUCT DESIGN MANAGER

Certified Usability Architect (CUA™)
Human Factors International

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KEY IMPACT

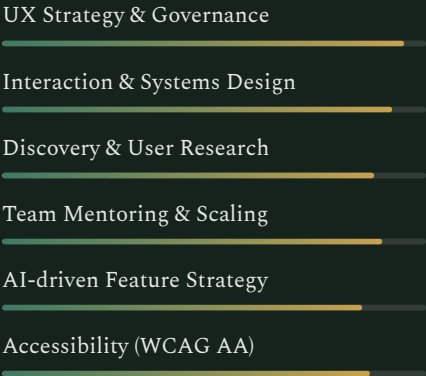
70%
Drop in user error rates, clinical workflow redesign

4 teams
Adopted a shared prototype as the standard handoff

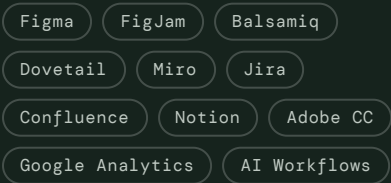
20M+
Monthly users across Springer Nature platforms

12%
Engagement uplift across 43K users, loyalty UX

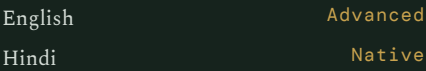
EXPERTISE



TOOLS



LANGUAGES



INTERESTS

Badminton · Biking · Camping · Cycling ·
Hiking · Photography · Travelling

PRODUCT · DESIGN · LEADERSHIP

14 years designing enterprise B2B software, healthcare platforms and global publishing products, from discovery through to delivery.

Currently Product Design Manager at T-Systems ICT India, leading UX for TrialComplete, a clinical trial management platform. I work at the intersection of design governance, team leadership and product strategy, partnering with engineering and business to make complex workflows less painful for real users.

RECENT AI WORK

With limited top-down direction, I consolidated a fragmented design system into one source of truth, then built an AI prototype engine on top. A single, production-ready prototype is now the standard engineering handoff across **four module teams, 25+ people**, cutting design turnaround from weeks to days. I am also designing a conversational assistant to replace a clinical documentation portal.

EXPERIENCE

Product Design Manager OCT 2025 – PRESENT
T-Systems ICT India Pvt. Ltd.

Enterprise B2B Software (Clinical) · Pune | TrialComplete, Clinical Trial Management Platform

- Lead and mentor a team of 6, including 3 designers, through critiques that raise design quality and UX literacy across delivery teams.
- Set up a UX governance framework that brought structure to a previously ad hoc delivery process.
- Found gaps in requirement definition across teams and introduced workflows that cut the back-and-forth.
- Led discovery sessions that moved the business from vague briefs to validated product direction.
- Aligned UX, Engineering, BA and Technical Writing through better documentation and shared rituals.

Clearer requirements, fewer late surprises, UX with a proper seat at the product table.

Senior UX Designer JUL 2023 – OCT 2025
Springer Nature, Technology & Publishing Solutions

Global Publishing Platform · Pune | Identity & Access, E-TOC Alerts, SN Honours, Researcher 360

- Worked across authentication, institutional access and journal alert systems used by 20M+ people a month.
- Wrote the first cross-platform error-messaging framework for the identity suite, cutting drop-offs in auth flows.
- Led UX for the SN Honours loyalty programme; drove a 12% engagement uplift across 43K users through segment-specific design and A/B-tested iteration.
- Built reusable UX patterns picked up by multiple teams; delivery timelines improved by 15-20%.

Researcher engagement up, UX decisions tied directly to product KPIs.

UX Lead JUL 2021 – JUL 2023
Innova Solutions, for Change Healthcare (now Optum)

Enterprise SaaS, Healthcare Analytics · Pune | Resource Manager & Analytics Center

- Redesigned core analytics workflows, cutting time-to-insight by 30% and lifting engagement.
- Rebuilt admin onboarding from scratch; time-on-task fell 70% and freed up developer time by around 20%.
- Managed and mentored two designers, running weekly critiques that cut late-stage rework.

UX embedded in product strategy, measurable improvements across key usability metrics.

Lead UX/UI Designer JUL 2016 – JUL 2021
Deutsche Telekom Clinical Solutions

Enterprise B2B Software (Clinical) · Pune | TrialComplete, iMedOne (Hospital Information System)

- Designed across 200+ screens covering multi-role clinical workflows in a GxP / 21 CFR Part 11 environment.
- Reduced user error rates by 70% by redesigning subject management and onboarding, informed by on-site research in Munich.
- Built and led a team of 8 designers (UX and UI) from scratch, maintaining quality as the team scaled.

Two products shipped, one team built, a 70% drop in user errors that mattered clinically.

Earlier Career 2011 – 2016
Saama Technologies · Capita · HCL Infosystems

- UX strategy and interaction design for the Fluid Analytics Engine at Saama; responsive UI for MarksandSpencer.com (UK) at Capita, with an on-site UK stint; visual and brand foundations at HCL.

EDUCATION

B.C.A, Computer & Information Sciences 2012 – 2015
Jaipur National University · Pune, India