

# Rahul Ramesh M V

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## SUMMARY

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Strategic UX leader with 12+ years of experience designing and scaling enterprise platforms, infrastructure management systems, and AI-driven user experiences across networking, cloud, security, industrial systems, and enterprise software domains. Proven expertise in workflow optimization, platform usability, design systems, and cross-functional collaboration with product, engineering, and architecture teams.

Experienced in leading UX initiatives for complex enterprise ecosystems, improving operational efficiency, reducing workflow friction, and driving modernization efforts through user-centered design and systems thinking. Strong background in platform UX strategy, information architecture, enterprise design systems, and AI-powered conversational interfaces.

Passionate about shaping scalable UX practices, mentoring teams, influencing stakeholders, and delivering measurable business impact through strategic design leadership.

## EDUCATION

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### Meenakshi College of Engineering

Bachelor of Engineering (B.E.) – Electrical & Electronics Engineering

2006 – 2010

## EXPERIENCE

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### Staff UX Designer

Sep 2023 – Present

*Gigamon*

Leading UX initiatives for enterprise-scale network visibility, security, and infrastructure management platforms used by technical and engineering users globally.

- Designed AI-powered enterprise experiences enabling network-centric security, compliance, and performance insights through conversational interfaces and telemetry-driven workflows.
- Led the UX design for GenAI conversational assistants integrated within GigaVUE-FM, simplifying deployment configuration, troubleshooting, and operational workflows using natural language interactions.
- Influenced enterprise design system evolution by contributing strategic guidance for reusable component development and scalable UX consistency across products.
- Redesigned legacy platform workflows, improving task efficiency by 35% and reducing operational friction for enterprise users.
- Improved user satisfaction by 20% through user-centered redesign initiatives for Gigamon Fabric Manager.
- Collaborated closely with engineering, architecture, and product stakeholders to align platform experiences with modernization goals and technical constraints.
- Applied systems-thinking approaches to streamline complex workflows and improve usability across interconnected enterprise capabilities.

### Senior Experience Engineer

Jun 2021 – Aug 2023

*Hewlett Packard Enterprise (HPE)*

Worked on HPE GreenLake Central, a cloud and infrastructure management platform serving enterprise customers worldwide.

- Led UX initiatives for enterprise cloud platform experiences, improving user engagement by 10%.
- Reduced design ambiguities by 20% and contributed to a 10% increase in customer satisfaction through workflow optimization and design alignment.

- Partnered with cross-functional product, engineering, and business teams to deliver scalable enterprise solutions aligned with organizational goals.
- Participated in strategic planning sessions, design reviews, and platform discussions to drive cohesive user experiences across teams.
- Contributed to enterprise design discussions with exposure to accessibility and design system practices.
- Conducted and synthesized user research insights to guide iterative platform improvements and usability enhancements.

## **Lead II – UX**

Oct 2020 – Jun 2021

*UST (Client: Dell EMC)*

- Contributed to UX strategy and workflow improvements for Dell EMC's Copilot sales enablement platform.
- Redesigned enterprise admin portal experiences, improving usability scores by 30%.
- Presented UX solutions and design recommendations to stakeholders, aligning user needs with business objectives.
- Collaborated with cross-functional teams to improve platform usability and operational efficiency.

## **Senior UX Designer**

Jan 2020 – Sep 2020

*Kalpita Technologies Pvt Ltd*

- Designed and defined product experiences for a subscription-based digital platform focused on customer engagement and usability.
- Conducted user research and workflow analysis to identify pain points and guide product prioritization.
- Collaborated on roadmap discussions to align business goals with user experience strategy.

## **UX Designer**

Apr 2019 – Nov 2019

*SafeStart India Ltd*

- Designed enterprise safety training management experiences focused on usability and workflow efficiency.
- Led user research initiatives to uncover operational pain points and improve trainer workflows.
- Conducted iterative usability testing to improve adoption and ease of use.

## **UX Consultant**

Apr 2016 – Mar 2019

*Freelancing Projects*

- Delivered UX consulting services across banking, advertising, and enterprise domains.
- Led user research and usability improvement initiatives for internet banking applications and digital platforms.
- Collaborated with stakeholders and development teams to integrate research-driven design improvements into production systems.

## **Design Engineer – HMI Systems**

Jul 2012 – Mar 2016

*Disa India Ltd*

- Designed Human-Machine Interface (HMI) screens for industrial machinery and operational systems.
- Worked closely with engineering teams on machine usability, workflow efficiency, and operational effectiveness.
- Participated in deployment and testing activities for large-scale industrial systems used by major automobile manufacturers.

## **TECHNICAL SKILLS**

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Enterprise Platform UX Strategy

UX Leadership & Mentoring

Workflow Architecture & Systems Thinking

Design Systems & Governance

Cross-functional Leadership

AI & Conversational UX

Information Architecture

UX Research & Usability Testing

Platform Modernization  
Accessibility & Inclusive Design Awareness  
Executive Communication & Storytelling  
Stakeholder Alignment  
Engineering & Infrastructure UX  
Product Strategy Collaboration  
End-to-End UX Process  
Figma  
Framer

## **CERTIFICATIONS**

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Certified UX Professional – Level 3 — UX Mint, Chennai – 2019