

Ragul Kesavan

UX ARCHITECT

ENTERPRISE AI | PRODUCT &
DESIGN STRATEGY | UX MENTOR

BASED IN

BENGALURU, INDIA

CONTACT

2ragulkk@gmail.com

+91 99003 19606

[LinkedIn](#)

TOOLS / DESIGN

FIGMA, ADOBE TOOLS, SKETCH
APP, CLAUDE DESIGN,
JUSTINMIND, FRAMER, MIRO

AI & AUTOMATION

CLAUDE CODE, CODEX,
NODE-RED

DEVELOPMENT

AI-ASSISTED CODING ·
HTML · CSS [BASICS] ·
RAPID PROTOTYPING

PROFILE OVERVIEW

I humanise AI by turning complex technology into simple, scalable product experiences.

UX Architect with 11+ years of experience shaping complex enterprise and consumer products across AI, SaaS, automation, EdTech, and enterprise workflows. I bridge business, product, engineering, AI, customer success, and pre-sales to translate opportunities and user needs into product strategy, experiences, and scalable solutions—from 0→1 through launch and continuous evolution.

CORE CAPABILITIES

UX & PRODUCT Product Strategy · UX Architecture · 0→1 Product Development · Enterprise UX · User Research · Information Architecture · Interaction Design · Workflow Design · Usability Testing · Product Discovery · Design Systems · UX Standards · Prototyping

AI & EMERGING EXPERIENCES Generative AI · AI Agents · Agentic Interfaces · Conversational AI · AI Automation · AI Workflows · MCP · Tool Calling · RAG · Human-in-the-Loop · AI-assisted Development

LEADERSHIP Design Strategy · Cross-functional Leadership · Stakeholder Management · Product & Engineering Collaboration · Customer Discovery · Executive Communication · Mentorship · Design Critique · Roadmapping · Pre-sales · Customer Feedback Loops

PROFESSIONAL EXPERIENCE

ENTERPRISE BOT

UX ARCHITECT | 2020–PRESENT

Lead UX and product experience across an enterprise AI platform spanning AI agents, conversational automation, voice, contact-center workflows and intelligent automation.

- Shape product strategy and experience direction across complex AI capabilities, translating business opportunities, customer problems and emerging technology into scalable product experiences.
- Lead 0→1 initiatives from discovery and concept through experience architecture, implementation, launch and continuous improvement.
- Define experiences for AI agents, agentic workflows, tool calling, MCP, RAG, knowledge, prompts, guardrails and human-in-the-loop systems.
- Re-authored and evolved the product design system with product designers and front-end engineering, defining reusable components, interaction patterns, design tokens and UX standards.
- Partner with product managers, marketing leadership and founders to determine feature positioning, customer value propositions and go-to-market direction.
- Bring customer discovery, pre-sales conversations and post-launch feedback into product and roadmap decisions.
- Use AI-assisted design and development workflows to rapidly explore concepts, validate interactions and collaborate closely with engineering.
- Mentor designers and contribute to design quality, product thinking and cross-functional ways of working.

- Transformed a complex legacy housing and contract-management platform into a clearer, task-oriented experience for UK stakeholders and operational teams.
- Reframed information architecture around property, resident, contract, maintenance and engineer workflows.
- Translated business requirements and user feedback into scalable experiences within legacy-system constraints.
- Collaborated with engineering to balance user needs, technical feasibility and platform dependencies.
- Helped deliver the redesigned platform within a 6–8 month window, followed by post-launch reviews and iterations.

IVYCAMP

UX DESIGNER | 2018

- Shaped digital journeys across startup registration, campaigns, mentorship, bootcamps and investment.
- Mapped relationships between startups, mentors, programs and investment activities to create a more coherent ecosystem experience.
- Worked with business stakeholders to translate operational requirements into structured product workflows.
- Balanced business objectives, participant needs and usability throughout concept and implementation.

PEARSON

SENIOR UX DESIGNER | 2018

- Owned UX for MyPedia, a Portuguese EdTech experience for the Brazilian market.
- Worked across teams in Brazil, UK, India, Australia and Japan to align local requirements with global product direction.
- Established reusable UX patterns and design-system foundations for greater product consistency.
- Expanded into brand and marketing guidelines to maintain a unified product and communication experience.

LOBOTUS TECHNOLOGY

UX DESIGNER | 2017 – 2018

- Worked across real estate, HR, ITSM, travel management and EdTech products.
- Translated complex business processes into clearer information architecture and interaction models.
- Worked with stakeholders to identify workflow friction and understand user requirements.
- Collaborated with engineering to balance experience improvements with technical constraints.

TTK SERVICES PVT LTD

CSE | 2015 – 2017

- Worked across real estate, HR, ITSM, travel management and EdTech products.
- Translated complex business processes into clearer information architecture and interaction models.
- Worked with stakeholders to identify workflow friction and understand user requirements.
- Collaborated with engineering to balance experience improvements with technical constraints.

SELECTED PROJECTS

OMNIDESK

Experimental AI Contact Center Platform · 0→1 Product Strategy.

Designed OmniDesk as an experimental product to validate a broader product direction beyond conversational AI. Worked with founders, CTO, engineering, partnerships and sales to explore an AI intelligent layer for contact centers, bringing together AI agents, human-in-the-loop workflows, omnichannel interactions, integrations, routing and operational intelligence. Research and product exploration helped shape roadmap direction and validate how the platform could complement existing contact-center infrastructure such as Genesys.

GEN AI INSIGHTS

Multimodal AI Intelligence & Contact Center Analytics

Designed an intelligence layer connecting automation, conversation and operational data to help contact-center teams understand performance, customer journeys and agent effectiveness. Explored AI-assisted analysis of prompts, tools, knowledge and automation behaviour, alongside configurable metrics and recommendations for continuous improvement. The work expanded the analytics vision from static reporting toward an intelligent layer for understanding and improving operations.

SELECTED PROJECTS

KANGAVULT | KANGASYS

Building Intelligence & Sustainability Platform · Australia

Worked with KangaSys leadership, client stakeholders and engineering to simplify a building intelligence platform connecting fragmented building-system data. Designed onboarding and configuration for technical and non-technical users while structuring relationships across buildings, floors, meters, sub-meters and rooms. Incorporated energy, occupancy and operational data relevant to sustainability analysis and NABERS-related reporting, helping users understand building performance, energy consumption and operational efficiency through a more accessible data experience.

TESTROOM

Adaptive EdTech & Exam Preparation Platform · Australia

Conducted market and user research with students, parents and teachers to shape an exam-preparation platform around mock exams, curriculum, progress and comparison. Worked with founders and leadership to translate research into product direction, beta priorities, onboarding and progressive-access strategies, while establishing design-system foundations. The resulting experience connected structured practice with measurable progress and parent visibility.

AIDA

Enterprise AI Agent & Automation Platform

Designed experiences across agentic nodes, prompt configuration, RAG, tool calling, response pipelines and token-aware workflows. Simplified complex AI configuration across knowledge, tools, prompts, responses and consumption, creating reusable patterns for configuring and monitoring AI behaviour.

FLOWS | BLITZICO

No-Code AI Workflow & Automation Platform

Designed workflow experiences combining AI agents, RPA and process automation for technical and non-technical users. Translated complex engineering concepts including REST APIs, variable mapping, MCP tools, knowledge bases and function nodes into understandable workflow interactions, while incorporating customer and engineering feedback into product improvements.

AI EMAIL AUTOMATION

AI-Powered Email & Contact Center Automation

Designed an end-to-end email automation experience spanning mailbox intake, AI classification, routing, ticket handling and agent workflows. Balanced agentic and deterministic approaches using intents, entities and parameter resolution, with integrations across Genesys and Outlook to connect email processing with contact-center operations.

MYPEDIA

Pearson Brazil · EdTech Product Experience

Owned UX for the Portuguese MyPedia experience for the Brazilian market, working across international teams to balance local requirements with Pearson's global EdTech direction. Established reusable UX patterns and design-system foundations, while also contributing to brand and marketing guidelines to create greater consistency across product and communication.

MENTORSHIP & DESIGN LEADERSHIP | DESIGNERSS ACADEMY

UX Mentorship Program · Volunteer Mentor

Volunteered as a UX mentor for a six-month weekend program supporting students and professionals transitioning into UX. Mentored 8 mentees across different career stages, adapted the organisation's curriculum around learner personas and career goals, and taught the UX journey from problem framing and research through ideation, validation and product collaboration. Focused on problem understanding, product thinking and effective cross-functional collaboration, with 7 of 8 mentees completing the program and progressing in their design careers.