



# SANKHA KARBHAUMIK

SENIOR UX DESIGNER / GRAPHIC DESIGNER | AI-DRIVEN PRODUCT DESIGN | 25+ YEARS IT EXPERIENCE 📍 KOLKATA, INDIA 📞 09831147444

## ◦ DETAILS ◦

Kolkata, West Bengal, India  
Kolkata  
India  
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## ◦ LINKS ◦

[LinkedIn](#)  
[UX Case Studies](#)  
[Graphic Design, Animation, Illustration](#)

## ◦ SKILLS ◦

[Figma](#)  
[Adobe Creative Cloud Suite](#)  
[Figma Make](#)  
[Uizard](#)  
[Adobe Firefly](#)  
[UX Pilot](#)

## 👤 PROFILE

Senior UX Designer with 10+ years of experience in UX and 25+ years in the IT industry, delivering user-centered, data-driven design solutions across enterprise and consumer platforms. Expertise in AI-enabled UX design, generative AI integration, and intelligent product experiences that improve engagement, usability, and business outcomes.

Proficient in user research, persona development, journey mapping, wireframing, prototyping, and usability testing, with hands-on experience leveraging AI tools for research synthesis, predictive behavior analysis, rapid prototyping, and content generation. Experienced in designing AI-powered interfaces, including chatbots, recommendation systems, personalization engines, workflow automation tools, and decision-support dashboards.

Strong knowledge of human-centered AI principles, explainable AI (XAI), ethical AI design, accessibility (WCAG), bias mitigation, and regulatory compliance. Skilled in design systems development, cross-functional collaboration (Product, Engineering, Data Science), and mentoring UX teams in AI-augmented design workflows.

### Core Competencies:

UX Strategy | AI-Driven Design | Generative AI Tools | Conversational UI | Design Systems | Interaction Design | Information Architecture | Usability Testing | Accessibility | Data-Driven Design | Agile/Scrum | Stakeholder Management | UX Metrics & Optimization | Enterprise UX | Human-Centered AI

## 🎓 EDUCATION

📍 **BE in Mining, IEST (Formerly Bengal Engineering College), Shibpur**  
1997

## 🔧 COURSES

📍 **Google UX Design Certificate Course, Coursera**  
Jul 2022 — Aug 2022

## 📁 EMPLOYMENT HISTORY

📍 **Consultant (Senior Designer) at Tata Consultancy Services, Kolkata, West Bengal, India**  
Jan 2023 — Mar 2026

- Led end-to-end UX design for web and mobile platforms in Retail and Life Insurance—delivering AI-enabled self-service portals, agent advisor tools, and personalized customer journeys.
- Designed LLM-powered conversational assistants and policy-triage flows for servicing and claims, cutting support volume by ~28% and reducing average resolution time by ~35%.
- Partnered with data science to prototype predictive underwriting and churn models; created explainable-AI dashboards and model-interpretation interfaces for underwriters and sales agents.
- Implemented personalization engines and recommendation flows that increased digital cross-sell conversion by 12% and improved policyholder retention metrics.
- Established an AI-aware design system, automated prototyping with Figma Make

and UX Pilot, and integrated generative-AI for rapid research synthesis and content generation.

- Mentored designers in human-centered AI, XAI, and bias-mitigation practices; led stakeholder workshops to define AI UX governance and compliance.

### Senior Associate (UX Architect) at PwC, Kolkata, West Bengal, India

Mar 2019 — Dec 2022

- Led design initiatives that enhanced customer engagement through user-centered design processes.
- Conducted extensive user research to inform design decisions and improve usability.
- Collaborated with cross-functional teams to ensure alignment of user needs with business objectives.
- Mentored junior designers, fostering skills in UI/UX practices and promoting a user-focused culture.
- Managed the end-to-end product life cycle, ensuring compliance with accessibility and regulatory standards.

### UI Architect at Idexcel, Kolkata

Feb 2021 — Jul 2022

- Leveraged extensive UX design experience to enhance user engagement and satisfaction across multiple industries.
- Collaborated with cross-functional teams to align user needs with business objectives, ensuring design accessibility and compliance with regulatory standards.
- Conducted user research and usability testing to inform design decisions and refine product offerings.
- Mentored emerging designers, fostering a user-centered culture and ensuring high-quality design delivery.
- Streamlined product design processes, integrating innovative methodologies for improved efficiency.

### UI Architect at Minfy Technologies Pvt. Ltd, Kolkata, West Bengal, India

Mar 2019 — Jan 2021

- Applied advanced UX design methodologies to enhance product usability and accessibility.
- Collaborated with cross-functional teams to align design solutions with business goals.
- Conducted comprehensive user research to inform design decisions and improve user satisfaction.
- Streamlined product design processes, recognized for innovative approaches by management.
- Developed interactive prototypes using tools such as Figma and Adobe XD.

### Entrepreneurial Venture, Freelance at Various MSMEs, Kolkata

May 2017 — Feb 2019

- Launched a T-shirt brand, focusing on market trends and customer preferences.
- Developed content as a professional writer and illustrator, enhancing brand narratives.
- Established a senior care service, prioritizing user needs and service accessibility.
- Completed freelance UX design projects, employing user research and usability testing.
- Managed social media advertising campaigns, optimizing engagement through targeted strategies.

**Architect (Technology) at Cognizant Technology Solutions, Kolkata, West Bengal, India**

Aug 2006 — Apr 2017

- Managed a team of designers, providing mentorship to meet project deadlines and deliver high-quality work.
- Implemented a design review process improving design quality and reducing rework by 20%.
- Streamlined workflows with a design process that increased productivity by 30%.
- Developed an animation library for rapid creation of interactive designs.
- Established a design library for quick access to reusable elements, enhancing iteration speed.

**Project Leader at Zinfi Technologies, Kolkata, West Bengal, India**

Dec 2003 — Jul 2006

- Led cross-functional teams to deliver projects on time and within budget.
- Streamlined product life cycle processes to enhance efficiency and user satisfaction.
- Developed prototypes to visualize user interactions and enhance user experiences.
- Mentored junior team members, fostering professional growth and knowledge sharing.

**Web Developer at Earthbase Technologies, Kolkata**

Dec 2000 — Nov 2003

- Developed and maintained user-friendly web applications with a focus on visual design principles.
- Collaborated with cross-functional teams to gather requirements and ensure alignment with project goals.
- Created and prototypes for effective communication of design concepts.

**Mining Engineer at miscellaneous companies, India**

Sept 1997 — Nov 2000

- Collaborated with small mining and construction firms as surveyor and blasting engineer.
- Conducted site assessments to enhance project efficiency and safety.
- Developed detailed reports on geological findings and blasting techniques.
- Implemented best practices in surveying to improve accuracy and compliance.
- Coordinated with cross-functional teams to streamline operations and achieve project goals.