Nilesh Thakur

Senior Product Designer

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Professional Summary

Senior Product Designer with 11+ years of experience across enterprise, B2B and digital products, taking complex workflows from early-stage product discovery and UX planning through to end-to-end delivery. Skilled in user research and user interviews, personas, journey mapping, information architecture, interaction design, usability testing, heatmaps and WCAG-guided accessibility. Creates reusable Figma components with variants, styles and auto layout, following component-library and design-system practices, and has contributed to or evolved a design system across multiple products. Uses AI tools every working day (Claude Code, Codex, Framer and Cursor) to turn design decisions into working prototypes, including loading, empty, error and success states. A technical background in SAP and ABAP, and reading HTML and CSS, helps connect design decisions to implementation feasibility.

Experience

Independent Product Designer / Freelance

Jan 2020 - Present

- Owned end-to-end design of an AI-enabled pharmacy operations product that flags medicines at risk of expiry, explains each risk and helps prioritise stock. Following launch, the pharmacy reported an estimated 17% reduction in the value of expired stock over one quarter.
- Designed the product's invoicing, payment tracking, AI-assisted reminder and data extraction workflows, grounded in user interviews about users' workflows, needs and challenges, and ran usability testing before delivery.
- Mapped user journeys and user flows, defined information architecture and sitemaps, and created wireframes in early-stage UX discovery across multiple product initiatives, translating requirements into an initial product direction before development.
- Turned open-ended client briefs into design plans, wireframes, coded prototypes (Claude Code, Codex, Framer), high-fidelity UI and design systems.
- Built responsive interfaces and design systems with consistent interaction patterns, creating reusable Figma components with variants, styles and auto layout, and handed designs and components to developers for implementation.
- Designed a mobile-first group-ordering experience for Gintaa, a food delivery marketplace, as client-commissioned UX exploration and design, independently creating user personas, user journeys, task flows and wireframes. Not implemented.
- Redesigned the digital intake for Innlam Psychotherapy, cutting required questions from 11 to 6 and mandatory therapy questions from 3 to 0, removing the Google sign-in, and applied WCAG-guided accessibility across most projects.
- Facilitated client workshops and working sessions on design consultation and user needs, ran independent website and UX reviews identifying usability problems and recommending improvements, and presented and explained design decisions to clients.
- Led ongoing UX improvements with a team for 2+ years, coordinating recurring client change requests, refining user flows and giving design direction on proposed changes.

Infosys Technologies Ltd.

Pune, India | Nov 2014 - Jan 2020

Senior Systems Engineer

Product design and enterprise UX for SAP and web-based products under an engineering title, working in Agile teams.

- Designed a specification automation tool and its input interface, built by teammates and adopted across the CARD portfolio. By historical estimate, it cut hands-on effort per specification from at least an hour to about 10 minutes of input.
- Owned specific design workstreams from requirements to go-live, analysing change requests, estimating work, designing UX and technical solutions and supporting UAT.
- Worked with business analysts, engineers and stakeholders as part of a design team, facilitating working sessions on requirements, solution options and design decisions to align business and technical teams.
- Created ABAP training material, mentored colleagues and other designers, ran code and design reviews, and when a change looked hard to build, debugged the constraint and built proofs of concept to find a workable approach.
- Used reports, operational and system data to understand workflows, took part in Infosys Design Thinking sessions, and used service design methods across end-to-end experiences, business processes and operational touchpoints.

Farmer crop guidance application

- As part of an Infosys design team, contributed to the end-to-end UX and product design of a farmer crop-guidance Android app, from user research and collaborative persona creation to user journeys and task flows.
- Contributed screen and interface design, interactive prototypes, developer handoff and reviews of implemented screens, and took part in usability testing that was mostly moderated, with about 5 to 10 participants per round.
- Used Google Analytics findings to identify usability issues and inform iterative improvements to screens and flows.

Harley-Davidson

Internal Agile project and resource management product

- Researched and designed the experience end to end, including its role-based workflows, dashboards, reports, tables and approvals.
- Chose a connected system that integrates planning, resource allocation, reporting and role-based access, over project-first and people-first structures that each made project work or capacity secondary.
- Structured the product for the 30+ people it supported, around five product areas on one shared data model, with role-specific views, access and permission flows, and a management report for managers and stakeholders.
- Conducted user interviews, contributed collaboratively to persona creation and to usability testing that was mostly moderated, with about 5 to 10 participants per round, researched comparable tools and stakeholder needs and refined the work with developers through design reviews.
- With the team, gathered and incorporated feedback from managers and clients, and presented design decisions directly to the product's US-based business stakeholders.

Syngenta

CARD programme, SAP FSCM financial workflows and LATAM localisation

- Simplified and localised legacy SAP FSCM screens for LATAM credit approvals, collections and dispute management, later carrying the work into Fiori.
- Worked with a client-appointed localisation partner and business teams to turn requirements and system constraints into workflow changes.
- Built interactive financial reports with linked navigation, adapted correspondence and account statement layouts, and changed collection worklists and rules for client-specific processes.
- Reviewed SAP screens, reports and forms for clarity, visual hierarchy, consistency and usability.

Selected Case Studies

- Harley-Davidson, connected project and resource management: nileshthakur.com/#/case/harley-davidson
- Innlam Psychotherapy, a calmer first step into therapy: nileshthakur.com/#/case/therapist-portfolio
- LATAM financial workflow localisation: nileshthakur.com/#/case/latam-finance

Skills

Product Design: UX/Product Design, Enterprise Product Design, UX Architecture, Interaction Design, Information Architecture, Workflow Design, Wireframing, Prototyping, Visual Design, Responsive Design, Design Systems, AI-enabled Product Design

Research and Validation: User Research, User Interviews, Personas, Usability Testing, Heatmaps, Google Analytics, Service Design, Accessibility (WCAG), Design Critique

Collaboration and Delivery: Cross-functional Collaboration, Stakeholder Alignment, Workshop Facilitation, Engineering Collaboration, Design Handoff, Technical Feasibility, Agile Delivery, Mentoring

Enterprise Domains: Financial Workflows (SAP FSCM), Data-heavy Interfaces, Role-based Access, Localisation

Tools: Figma, Framer, Adobe XD, Adobe Illustrator, Photoshop, After Effects, Claude Code, Codex, Cursor, SAP Fiori, ABAP

Education

Bachelor of Engineering in Computer Engineering

D. Y. Patil Institute of Technology, Savitribai Phule Pune University | Graduated 2014

Diploma in Computer Engineering

Cusrow Wadia Institute of Technology | Graduated 2011