

Ibrahim Thekkumkara

USER EXPERIENCE DESIGNER

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Bangalore | India

PROFESSIONAL SUMMARY

User Experience Design Leader with 12 years of experience driving product design at scale across financial services, enterprise SaaS, and consumer platforms. Skilled in leading cross-functional teams, mentoring designers, and delivering data-driven, user-centric solutions. Passionate about leveraging AI/LLM-driven design strategies to improve adoption, usability, and business outcomes.

PROFESSIONAL EXPERIENCE

JP Morgan Chase | Senior UX Designer

May 2022 - Present | Bangalore

- Leading design for Employee Learning Solution Tool (ELST), used by 1,000+ users, improving training/course creation request efficiency by 30% through intuitive workflow process.
- Redesigned the Resource Management Tool (RMT), reducing resource allocation time by 40% for resource/capacity planners.
- Partnered with the product team to enhance products through AI/LLM-driven UX enhancements across HR learning tools, identifying automation opportunities that will reduce manual processing by at least 30%.
- Designed annual review and upward feedback process for global leaders (Managing Directors & VPs), streamlining evaluation workflows and enhancing transparency.
- Facilitated usability testing and UX workshops with 30+ users and stakeholders to validate design decisions, driving stakeholder alignment across HR, product, and engineering.
- Delivered user-centric design solutions for internal tools such as Tech Academy and Know Your Role, used by 50,000+ users

Synamedia | Lead UX Designer

Oct 2020 - May 2022 | Bangalore

- Led the design of multi-platform entertainment interfaces (TV, web, mobile) for global broadcasters, enhancing user engagement by 15%.
- Partnered with product managers, engineers, and business stakeholders to define design requirements and deliver scalable UX solutions across platforms.
- Also, reviewed and validated the vendor-provided designs to ensure compliance with Synamedia's design standards and accessibility guidelines.

CORE SKILLS

Design & Research

Figma Adobe XD Sketch

Usability Testing JTBD

User Interviews IA

User Flows Affinity Mapping

Prototyping & Development

Figma Variables

Interactive Prototypes

Wireframing HTML CSS

Bootstrap Tailwind jQuery

Leadership & Strategy

UX Strategy Design Thinking

Accessibility UX Workshops

Heuristic Evaluation

Team Mentoring

Other Skills

Problem Solving

Cross-functional Collaboration

Project Management

EDUCATION

MBA (Information Technology & Systems Management)

2022 -2024

NMIMS Mumbai

BMMC (Bachelor of Multi-Media Communication)

2010 - 2013

Vismayam School of Art and Media in under University of Calicut

Genpact | UX Manager

Sep 2019 - Oct 2020 | Bangalore

- Managed UX strategy and design delivery for Cora ARFlow product, streamlined the invoice-to-cash process for enterprise clients.
- Led the UX projects and sprint planning, guiding, mentoring team members, and cross-functional alignment, resulting in 20% faster release cycles.
- Developed journey maps, personas, and prototypes based on quantitative and qualitative research.

Honeywell | User Experience Designer

Aug 2018 - Sep 2019 | Bangalore

- Led end-to-end UX design and project delivery for enterprise automation tools, improving task efficiency for operators by 20%.
- Designed wireframes, high-fidelity prototypes, and visual designs that reduced development rework by 15%.
- Applied Jobs To Be Done (JTBD) methodology to align features with real user needs, increasing adoption rates across teams.
- Facilitated VOC/OVOC sessions, affinity mapping, and design thinking workshops with stakeholders, ensuring data-driven design decisions.
- Created personas, scenario maps, storyboards, and dialogue models to guide cross-functional alignment and improve product usability.

Nous Infosystems | Senior UI Designer

Nov 2015 - Aug 2018 | Bangalore

- Designed and delivered web and mobile interfaces for enterprise clients including TicketNetwork, PCCW. Helped in improving experience and usability of the products.
- Partnered with front-end teams to ensure design feasibility, reducing dev time by ~10%.

Arokia IT Pvt. Ltd. | Senior UI Designer & Developer

Oct 2013 - Oct 2015 | Bangalore

- Created wireframes and responsive interfaces for web and mobile apps, improved usability scores by ~20%.
- Delivered frontend code (HTML, CSS, jQuery, Bootstrap) to accelerate project timelines.

KEY STRENGTHS

Problem-Solving: Proactive and solution-oriented approach to tackling complex UX and business challenges.

Collaboration & Communication: Excellent cross-functional communication & stakeholder engagement skills.

Project Leadership: Proven ability to manage and deliver multiple projects on time while maintaining high quality.

Team Leadership: Demonstrated ability to mentor, motivate, and build strong, high-performing design teams.

Technical Fluency: Strong front-end coding knowledge, ensuring feasible designs and reduced development effort.

Continuous Learning: Eager to adopt new skills and techniques to enhance efficiency and innovation.

Extensive Experience: Delivered 250+ projects across enterprise, E-commerce and consumer platforms, spanning finance, tech, and media industries.

RECOGNITIONS

Multiple client & stakeholder appreciations for design delivery and innovation. Recognition from company leadership for UX impact.

Editor, College Magazine (2012);
Joint Secretary, Vismayam Animation Club (2011–2012).

HOBBIES & INTEREST

Travelling Wealth Management

Interior Decor