VENKATESAN NAGESWARAN

Head of UX | UX Design Manager
Digital Transformation Leader

INFO

Address
412B,Race course road,
Singapore - 218660

Phone
+65 94730266
+91 8553980285

Email
n.venki007@gmail.com

Website URL Link
https://www.nvenki007.com/

Course Certificates
www.interaction-design.org/
venkatesh-nageswaran

Linkedin Profile URL Link
https://www.linkedin.com/in/
venkatesh-n-6a0b3744/

CORE SKILLS

- UI/UX Design
- Digital Banking & SaaS Platforms
- User Research & Journey Mapping
- Design Systems & Accessibility (WCAG)
- Agile / Lean UX
- Stakeholder & Team Leadership
- Data-driven UX Optimization
- Team Leadership
- Reporting & Documentation
- Data Analysis / Cloud
- Business Strategy Analysis
- Strategy Recommendations
- Project Management
- E-commerce Design Interface
- Product & Resource Management
- Testing & Quality Assurance
- Deliverable Management

TOOLS

Figma, Adobe CC, Axure, Framer,
Miro, Zeplin, GA, Heap,
Principle Much cleaner.
Much more modern.

PROFILE SUMMARY

Results-driven UX Design Leader with 13+ years of experience driving enterprise digital transformation across banking, SaaS, CRM, AI, and mobile platforms. Proven in leading UX strategy, DesignOps, and scalable design systems that deliver measurable business impact — including increased digital adoption, higher conversion rates, and improved customer satisfaction. Currently leading Clarien Bank's end-to-end digital banking transformation across Retail, Commercial, and Wealth platforms.

Career Highlights

- Led enterprise UX transformation across banking platforms impacting **1M+** users
- Built scalable design systems reducing dev handoff time by **50%**
- Drove **35%** digital adoption and **28%** CSAT growth
- Led cross-functional teams across **APAC, EMEA,** and global stakeholders

Strategic UX Leadership: Strategized and executed comprehensive UX initiatives across diverse platforms, ensuring alignment with business goals and user needs. Successfully led cross-functional teams to drive innovation in user experience design.

User-Centric Expertise: Expert in crafting designs through rigorous user research, data-driven insights, and interactive testing. Translated complex user requirements into intuitive, engaging, and accessible designs.

Innovation & Problem Solving: Proven ability to tackle complex design challenges with innovative solutions, leveraging advanced design thinking methodologies. Consistently delivered breakthrough solutions that improved user engagement.

Data & Performance: Skilled in utilizing analytics tools like Google Analytics and Heap to inform design decisions. Conducted usability testing to achieve measurable improvements in user experience and conversion rates.

Digital Transformation & Optimization: Led significant digital transformation initiatives and effectively managed change across new digital platforms. Proficient in optimizing performance through A/B testing and iterative cycles, achieving significant improvements in load times and usability

WORK EXPERIENCE

Clarien Bank - Bermuda (UK)
UX Design Manager 📅 **[05/2023 | 03/2024]**

As UX Design Manager at Clarien Bank, I lead the end-to-end digital transformation of the bank's Retail and Commercial Banking platforms, driving the vision, strategy, and execution that shape customer interactions across web and mobile channels I focus on delivering human-centered, compliant, and scalable digital solutions that balance user needs with business goals and technical feasibility

- Led the end-to-end UX strategy for Clarien Bank's Internet and Mobile Banking platforms, driving enterprise-wide digital transformation across Retail, Commercial, and Wealth segments.

- Implemented Design Thinking, Double Diamond frameworks, and Lean UX within Agile squads, achieving 30% increase in user engagement, 25% reduction in task friction, and 40% faster go-to-market through optimized DesignOps workflows.

- Designed data-driven UX roadmaps translating complex regulatory requirements into intuitive digital journeys, improving operational efficiency by 18%.

- Established a scalable Design System integrated with Finacle, enabling 50% faster design-to-development handoff and consistent UI across channels.

- Collaborated with C-level stakeholders, external agencies, and engineering teams to define CX standards, drive research, benchmarking, usability testing, and journey optimization.

- Championed accessibility (WCAG 2.1) and ISO 9241 standards, ensuring inclusive experiences for diverse user groups.

- Mentored cross-functional teams, fostering innovation through design thinking workshops and service blueprinting.

- Delivered measurable business impact: 35% increase in digital adoption, 28% improvement in CSAT, 30% boost in conversion rates, and 22% reduction in support tickets, positioning UX as a strategic driver and contributing to +15% YoY growth in digital channel revenue.

Deutsche Bank [Singapore] UX Designer Lead 📅 [05/2023 | 03/2024]

UX lead at Deutsche Bank, specializing in wealth management across APAC & EMEA for 10 months.

- Administered the deployment of mobile, web, and tablet interfaces, ensuring a seamless user experience across multiple platforms. Established and directed a dedicated team focused on enhancing digital experiences in wealth management, driving innovation and user satisfaction

- Showcased expertise in crafting compelling digital design and value propositions, contributing significantly to cross- functional leadership and project success

- Successfully bridged the gap between digital design and wealth management, enhancing the overall user experience.

- Steered change management initiatives, ensuring smooth transitions for digital platforms while fostering innovation and maintaining a user-centric approach

- Led the design of a customer Chatbot for a trading application, conducting comprehensive user research, competitive analysis, persona creation, customer journey mapping, and usability testing to optimize the user experience for Singaporean clients

In Mind Cloud Pte Ltd [Singapore] Senior UX Designer 📅 [04/2022 | 03/2023]

- Directed teams to foster creativity and excellence in UX design, aligning product direction with business goals and user needs. Cultivated robust relationships with stakeholders, enhancing both business and user experiences through compelling presentations

- Collaborated daily with UI designers, developers, and stakeholders to refine CPQ and CRM systems, leveraging trends in B2B e-commerce, also evaluated competitor strategies and applied data-driven design principles to stay ahead in the B2B e-commerce, CPQ, and CRM markets.

- Created tailored UX flows for CPQ and CRM applications using data-driven methodologies, further crafted and designed detailed user stories, personas, and storyboards to address specific challenges in CPQ and CRM contexts

- Worked with cross-functional teams to enhance CPQ and CRM interfaces on e-commerce and corporate platforms. Engaged with B2B clients and sales teams to implement a user-centric approach in CPQ and CRM applications

- Provided front-end developers with comprehensive design specifications for CPQ and CRM systems, further utilized Agile Scrum methodology to deliver flexible and adaptable solutions

Tech Mahindra Pvt . ltd UX Technical Architect 📅 [05/2019 | 04/2022]

- Led innovative problem-solving initiatives to ensure optimal website usability across diverse digital platforms, balancing creativity and organization to meet the primary objectives of websites and mobile applications

- Oversaw the end-to-end execution and delivery of UX design solutions (IoT, Cloud, Mobility) within the Industrial business vertical. Served as a key consultant for digital initiatives, driving UI/UX strategies for SaaS-based applications across engineering domains

- Conducted offshore and onsite customer workshops, solution designs, POCs, consulting, and UI/UX design pricing. Mentored and guided teams to proactively address obstacles, dependencies, risks, and issues, ensuring a smooth workflow.

- Developed wireframes and prototypes to clearly communicate design ideas to stakeholders and team members, further curated usability tests and analyzed feedback to identify and implement design improvements

PREVIOUS WORK EXPERINCE :

Smarten Spaces   –   **UI - UX Lead | Mar 18 – May 19**

Aqua Works Pvt Ltd   –   **Sr. UX Lead | May 17 – Feb 18**

Avaya India Pvt Ltd   –   **Sr. UI-UX Designer | Jan 16 – Apr 17**

IDrive Software India Pvt Ltd   –   **UI Graphic Designer | Dec 12 - Jan 16**