

# GAURAV \* SHAH

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Dear Pylon Team,

At my previous role, we used Pylon and the attention to detail and care that you showed towards your customers was amazing! It made me fall in love with the product and make Pylon one of my dream companies.

Since 2018, I've been freelancing with startups and non-profits, helping them launch products, clean up user flows, and bring ideas to life. I've worked in small teams where I've had to wear a lot of hats, move fast, and care deeply about the experience we're creating for users.

Based on the job description, here is why I think I'd be a good fit:

1. I position myself at the intersection of product and UX. I'm not someone who needs detailed product requirements to work, just an understanding of the problem space. I love asking questions and building up from uncertainty.
2. My work has always centered around simplifying complexity. At Hamming AI (YC S24), I was one of two designers and made a lot of key product decisions. The space (AI voice testing) was dense, but I focused on making the workflows intuitive so users could do complex things with confidence. While AI voice testing and customer support are very different fields, that skill of simplifying complexity is one I'd bring with me to Pylon.
3. You're looking for someone with strong visual design skills. Rather than write about it, why don't you take a look for yourself: <https://gaurav.studio/>

The ask: If you or someone on the design team is open to a 20-minute chat, I'd love to share more about what I could bring to the table and learn more about what you're working on. Thank you so much for your time!

Warm regards,  
Gaurav Shah

