

Ketan Pandya

Product Designer

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PROFESSIONAL EXPERIENCE

User Experience Designer II | Appian Corporation

July 2022 – Present

- **Strategic AI Roadmap:** Defined the multi-year vision for AI within Case Management Studio, evolving the product from feature-level design to more integrated, agent-based AI models that drive automation.
- **Global Enterprise Impact:** Led end-to-end UX for a product suite adopted by **92 enterprise customers** (e.g., Porsche, Pfizer, T. Rowe Price). Achieved significant improvement in usability and standardized **WCAG 2.1 AA accessibility compliance** across the platform.
- **Operational Efficiency:** Designed a foundational Rules Engine and Workflow framework that saved implementation teams **2–3 sprints of development time** per project, enabling partners like DTCC to deliver apps in record time.
- **Scalable Architecture:** Architected the "**Solutions Hub**" theming engine, allowing customers to instantly propagate branding across both internal and public-facing portals without custom code.
- **Design System Leadership:** Lead the **Figma SAIL Component Library** working group, growing external adoption to **nearly 1,000 users** and establishing consistent UI patterns across multiple business units.
- **Evidence-Based Design:** Established standardized usability testing tracks at Appian World, conducting **50+ sessions** to validate complex interaction patterns for CMS 2.0.
- **Organizational Leadership:** Lead the "**UX Chapter**," a monthly knowledge-sharing forum for 100+ designers, and manage intern rotations to scale the design culture.

FE UI and UX Design Intern | Virsec Systems

June 2021 – August 2021

- Designed **dashboards and admin utilities** for a cybersecurity platform to facilitate rapid action on CVE insights.
- Collaborated with Product Owners to translate complex security requirements into **iterative UI prototypes**.

EDUCATION

Master of Science, Information Science

University of North Carolina at Chapel Hill

Specialization: Human-Computer Interaction Design (UX)

Research: Master's Paper: *User Preferences for Email Tasks on Different Platforms*. A mixed-methods study analyzing mental models to determine task optimization strategies.

Bachelor of Arts, Philosophy

Virginia Tech

Minors: Japanese Studies, Creative Writing

Summa Cum Laude, Honors Laureate

SKILLS & CERTIFICATIONS

Design & Prototyping: Figma, AI-Assisted Prototyping (Gemini CLI, Kiro CLI), Appian SAIL (Low-Code), Adobe Creative Cloud.

Research & Strategy: Usability Testing, Information Architecture, WCAG 2.1 AA Accessibility, Systems Design, Heuristic Evaluation.

Certifications: Certificate of Interface Design (Shift Nudge, 2023), Google UX Design (2021), CITI Research Ethics (2021).

ACTIVITIES

WHEELS Global Foundation (2025–Present) • **UX Y'all Conference** (2021, Keynote Co-Director) • **Eagle Scout** (2016)