

# Gunal M

Product Designer

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## Executive Summary

Results-driven Product Designer with 3+ years of experience designing user-centered financial products that deliver measurable business impact. Proven expertise in reducing onboarding friction, streamlining payment flows, and building scalable design systems that accelerate development. Strong collaborator with cross-functional teams including engineering, product management, and business stakeholders.

## Core Competencies

User Research • Wireframing • User Flows • Interaction Design • Prototyping • Usability Testing • Information Architecture • Visual Design • Layout Systems • Responsive Design • Accessibility (WCAG) • Design Systems • Component Libraries • Scalable UI Frameworks • Figma • Adobe Photoshop • Design Handoff • Dev Collaboration • B2B & B2C Products • Mobile & Web Applications

## Professional Experience

### Senior Product Designer

OCT 2025 - Present

Financial Software and Systems (FSS) | Chennai, India

- Design end-to-end UI/UX for white-label UPI mobile product with full bank-level brand customization enabling rapid deployment across multiple banking clients
- Transformed Qatar National Bank merchant onboarding from manual offline process to digital selfservice flow, reducing onboarding time and operational overhead
- Architected cross-platform design system with reusable components, accelerating product delivery by 40%

### Product Designer

AUG 2023 - SEP 2025

Financial Software and Systems (FSS) | Chennai, India

- Designed payment gateway experiences for Emirates NBD, Oman Arab Bank, Al Rajhi Bank, First Abu Dhabi Bank, and Ajman Pay, processing millions in daily transactions
- Redesigned Dubai Islamic Bank digital onboarding flow, simplifying multi-step processes and improving completion rates
- Partnered with engineering and data teams to design dashboards and reporting tools, improving operational efficiency
- Led design critiques and mentored junior designer, establishing quality standards and best practices
- Conducted user research, usability testing, and iterative validation to ensure optimal user experience

### Intern Trainee

FEB 2023 - JUL 2023

Financial Software and Systems (FSS) | Chennai, India

- Acquired frontend development fundamentals (HTML, CSS, JavaScript) to enhance design-to-development collaboration
- Contributed to design system development for internal admin dashboard, establishing consistency guidelines

## Awards & Recognition

- Champion of the Quarter – Delivered exceptional payment gateway UX exceeding client expectations
- Team Excellence Award (FAB Bank, 2024) – Outstanding cross-functional collaboration and ontime delivery