Gunal M

Chennai, India

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Professional Summary

Product Designer with 2+ years of experience designing high-scale fintech platforms for Tier-1 global banks processing 1M+ daily transactions. Strong background in design systems, accessibility (WCAG 2.1 AA), and data-driven UX optimization. Proven impact across conversion improvement, delivery speed, and enterprise-scale consistency.

Core Skills

Design & Prototyping: Figma (Advanced), ProtoPie, Adobe Photoshop, Illustrator, After Effects, Jitter

UX & Product: Design Systems, Interaction Design, User Research, Information Architecture, Journey Mapping, Usability Testing

Methods: Agile/Scrum, Lean UX, Design Thinking, Heuristic Evaluation, A/B Testing, Accessibility Audits

Domains: Fintech UX, Banking Platforms, Transactional Systems, Enterprise SaaS, Cross-Platform Design

Professional Experience

Product Designer   Aug 2023 – Present

Financial Software and Systems (FSS), Chennai

- Led end-to-end product design for white-label fintech platforms serving Tier-1 banks including QNB, Emirates NBD, FAB, and DIB, supporting 1M+ daily transactions across regulated markets
- Architected a scalable multi-tenant design system enabling deployment across 5+ banks, reducing delivery timelines by 40%
- Redesigned merchant and customer onboarding flows using progressive disclosure, increasing completion rates by 22% and reducing manual processing by 35%
- Optimized payment and UPI transaction experiences to achieve 99.9% reliability with zero critical UX issues in production
- Established structured design-to-development handoff workflows, reducing frontend rework by 15%
- Conducted accessibility audits and implemented WCAG 2.1 AA compliance across banking interfaces
- Mentored junior designers on enterprise UX patterns and stakeholder collaboration

Product Designer Intern   Feb 2023 – Jul 2023

Financial Software and Systems (FSS), Chennai

- Designed onboarding and payment workflows for enterprise banking clients used by thousands of daily users
- Created wireframes, UI components, and interactive prototypes in Figma, improving iteration speed by 30%
- Collaborated with developers to improve handoff clarity and reduce implementation ambiguity

Awards & Recognition

Champion of the Quarter – High-impact payment gateway UX delivery

Team Excellence Award (FAB Bank, 2024) – Enterprise UX migration coordinating 20+ stakeholders

Education

Master of Computer Applications (MCA), Computer Science

SRM University, Chennai   2021 – 2023