

# MONA MISHRA

Senior User Experience Designer

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 (425)-306-9297

 [mona2016.github.io](https://github.com/mona2016)

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## Education

### University of Texas at Austin

MS in Information Studies,  
focused on Human Computer  
Interaction

2017 - 2018

### MIT, Pune

Bachelor in Engineering (BE),  
Computer Science

2008 – 2012

## Skills

### Usability:

Design System · Product Strategy ·  
Enterprise UX · Interaction Design ·  
Prototyping · Usability Testing · User  
Research

### AI & Advanced Workflows:

AI/LLM Assistant Design · Agentic AI  
Workflows · Cross-product Common  
Experiences

### Technical Domains:

Data Protection · SaaS Products  
(Observability & Infrastructure  
Management)

### System Architecture:

Design Token Architecture · Component  
Libraries · Accessibility and Design  
Documentation

### Tools and frameworks:

Figma · Sketch · Axure RP · Adobe XD ·  
Photoshop · Git · JIRA · Trello · Miro

## Experience

### Dell Technologies / Senior UX Designer

Nov 2021 - Present, Austin, TX

- Led the Infrastructure **Design System** (IDS) for 3+ years, managing designers and partnering with engineering to deliver a scalable system used across 10+ enterprise products. Defined token architecture, component libraries, accessibility and usage guidelines to unify a fragmented ecosystem.
- Established IDS contribution models, creating documentation, audits, and workshops that secured **leadership buy-in** and enabled adoption across a 200+ designer organization.
- Standardized a pattern for identifying unsupported products during support calls, partnering with multiple teams to prevent unnecessary support time on out-of-scope cases and unlock an estimated **\$7M in potential annual revenue**.
- Delivered **dark mode** for the entire design system, covering research, design tokens, accessibility rules, and engineering handoff. Focused heavily on education and clear usage guidelines.
- Designed and shipped an **AI assistant** for the Data Protection Suite, creating conversation patterns, safety rules, and inline actions that help users interpret logs, alerts, and system behavior. This work now serves as the foundation for a broader agentic AI platform being developed for observability, infrastructure management, and future data protection tools.
- Owned **product strategy** across multiple Data Protection products, most recently leading the redesign of the license management experience. Delivered a unified, end-to-end self-service flow that reduced activation time and lowered support volume, later evolving into a common licensing experience now being adopted across the Infrastructure Solutions Group.
- Supported and **mentored designers** across the org, improving team efficiency through better Figma workflows, design reviews, and agile processes in JIRA, one of the key reasons why I was asked to take on the design system initiative.

### EvoLeap / Product Designer

Aug 2020 - Oct 2021, Houston, TX

- Led product design for data-heavy web applications in oil & gas, simplifying complex domain workflows and improving task completion rates for expert users.
- Facilitated the ideation and redesign of a legacy product that had not been maintained for 15 years, transforming a patchy, hard-to-use interface into a modern, usable platform adopted by multiple B2B customers for [pipeline corrosion prediction](#).
- Drove the transition from Adobe XD/Zeplin to Figma in 2020, improving cross-team collaboration and reducing handoff friction.
- Optimized design handoffs, and facilitated walk-throughs with engineering teams, ensuring effective communication and execution of design vision.

### ExxonMobil / UX Designer

Feb 2019 - May 2020, Spring, TX

- Worked closely with a cross-functional team (located globally) in an agile framework, to identify requirements and design effective solutions for desktop and web application.
- Incorporated user research techniques to incorporate customer's voice in the design to inform high level solution.

### Sentier Strategic Resources / UX Design Intern

Sep 2018 - Dec 2018, Austin, TX

- Redesigned a real estate application utilizing participatory and iterative design techniques, culminating in the delivery of a comprehensive design system library for consistent design and development.
- Conducted rigorous usability tests for a retail clients, like Central Market Austin, pinpointing critical issues and offering strategic, effective solutions.

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## Early Career

### University of Texas at Austin / UX Designer and Developer

Jun 2017 - Aug 2018, Austin, TX

- Designed the [BeVote app](#) for iPhone users, a groundbreaking initiative that motivated students to register and vote while educating them about candidates and issues in their county.
- Designed and implemented a survey-based web tool to help professionals navigate cross-cultural collaboration, using AngularJS and HTML/CSS, as part of a research assistantship at UT Austin, in collaboration with Dr. Deirdre Mendez and based on her book [The Cultural Solution](#).

### University of Memphis / UI Designer

Jun 2016 – Dec 2016, Memphis, TN

- Designed and developed a JSP/JavaScript-based online game to captivate new students, fostering engagement and connection with the university community.
- Designed a Learning Management System using Moodle framework to host two courses for a federal funded project.

### The Digital Group Infotech / Software Developer

Oct 2014 – Apr 2015, Pune, India

- Worked as a developer on .Net and Oracle-based web application, catering to clients entrenched within a call center framework. Collaborated seamlessly with other developers to discern requirements, enhance supportability, and identify performance bottlenecks.

### QED Baton Enabled Services / Demand Generation Executive

Sep 2012 – Sep 2013, Pune, India

- Identified and cultivated new business opportunities for my clients, with esteemed international corporation executives and Business Development Managers, showcasing keen business acumen and strategic thinking.