Yogesh Malik

Senior UX/UI Design Leader | 16+ Years Experience

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Indian National | Work Authorization: Available

PROFESSIONAL SUMMARY

Strategic UX/UI Design Leader with **16+ years** of global experience delivering human-centered digital solutions across Fortune 500 enterprises, government platforms, and AI-driven products. Recognized for leading cross-functional teams to architect scalable design systems boosting user engagement by 40% and reducing operational costs by 30%. Trusted contributor to the **UK Government Digital Service**, with deep expertise in accessibility (WCAG), GenAI-integrated design workflows, and inclusive product innovation. Certified in Human-Centered Design and Advanced UX Strategy, with award-winning contributions in enterprise UX transformation and civic tech design.

CORE COMPETENCIES

- **Design Leadership**: Scaled UX teams, mentored talent, and drove design culture across distributed environments.

- **AI-Enhanced UX**: Integrated GenAI into design systems for predictive user flows and adaptive interfaces.

- **Accessibility & Ethics**: WCAG-compliant design for public sector and enterprise platforms.

- **Strategic Collaboration**: Partnered with product, engineering, and policy teams to align design with business and civic goals.

- **Prototyping & Architecture**: Expert in Figma, Adobe XD, and front-end frameworks for responsive, modular design.

- **Research & Insight**: Led UX research, usability testing, and behavioral analysis to inform design decisions.

Technical Proficiency:

- **Design Tools:** Figma, Adobe XD, InVision,

- **UX Research & Testing Tools:** UserTesting, Hotjar, Dovetail (Analyzing qualitative research data).

- **Front-End & Accessibility Tools:** HTML/CSS/JavaScript**,** WAVE, Lighthouse, Bootstrap.

- **GenAI & Emerging Tec:** Microsoft Copilot, Google Gemini, Claude, Uizard.

RECOGNITION & AWARDS

Capita Excellence Awards (2020-2024):

- **Center of Excellence Award** (2023, 2022, 2021) - Exceptional design leadership and innovation
- **Pat on the Back Award** (2025,2024, 2021, 2020) - Outstanding project delivery and cross-functional collaboration.

EDUCATION & CERTIFICATIONS   *By: Interaction Design Foundation*

Human-Computer Interaction (HCI) | EQF Level 7

User Research - Methods and Best Practices | EQF Level 7

Conducting Usability Testing | EQF Level 7

Design Thinking & Service Design | EQF Level 7

PROFESSIONAL EXPERIENCE

Capita India PLC | Pune, India

Associate Architect - User Experience Design | *May 2019 – Present*

Project: Evolution of Sales (EOS) B2B Commerce Platform (2023-Present)

- **Architected end-to-end B2B commerce experience** on Salesforce platform, transforming manual quote processes into automated digital storefront, resulting in projected 52% increase in product sales revenue.
- **Designed comprehensive user journeys and task flows** using Adobe XD and Figma, creating wireframes and interactive prototypes that reduced order fulfillment time by 35% through streamlined workflows.
- **Conducted extensive user interviews and usability testing** on hi-fidelity prototypes, gathering actionable feedback that improved user satisfaction scores by 28% and reduced customer support tickets by 40%.
- **Integrated design solutions into Salesforce B2B Commerce** environment, ensuring seamless translation from prototypes to functional components while maintaining design consistency and platform performance.

Project: Capita.com Global Website Redesign (2022-2023)

- **Led enterprise-wide digital transformation** for 45,000+ global employees, redesigning complete digital ecosystem that improved task completion rates by 60% and reduced user support tickets by 40%.
- **Developed comprehensive design system and component library** using Adobe XD, establishing unified UI patterns across 12+ product teams and reducing design-to-development time by 50%.

- **Implemented user-centered design methodology** that streamlined complex workflows, achieving 35% increase in user satisfaction scores and 25% improvement in conversion rates through data- driven design decisions.

- **Engineered intelligent job search integration** with Workday HRMS on Drupal platform, creating persona-based user journeys that reduced recruitment funnel abandonment by 45% and increased application completion by 30%.

Project: Axelos (UK Government Partnership) | London, UK + Remote (2019-2021)

- **Conducted comprehensive UX audit** of legacy government platform serving 500,000+ users, identifying 47 critical usability gaps and delivering strategic roadmap that improved accessibility compliance by 85%.

- **Redesigned mission-critical interfaces** following Government Digital Service (GDS) standards, implementing responsive design principles that achieved 55% increase in page engagement and 40% reduction in user error rates.

- **Created scalable user research framework** including detailed personas, user journey maps, and task flows, establishing design standards adopted across 8 international markets and supporting global platform rollout.

- **Delivered WCAG 2.1 AA compliant solutions** through comprehensive accessibility strategy, expanding platform usability for users with disabilities by 200% and ensuring inclusive design principles.

- **Facilitated stakeholder alignment** through interactive prototypes and design presentations, securing £2M+ project approval and maintaining 95% stakeholder satisfaction throughout delivery.

AbsenceSoft PLC (FMLA Division)

Lead Experience Designer - Absence Management Systems | *2018 - 2019*

- **Redesigned complex absence management workflows** serving 15,000+ HR professionals, creating intuitive user interfaces that reduced training requirements by 30% and increased user adoption by 40%.

- **Developed comprehensive wireframing and prototyping strategy** using iterative design methodology, achieving 95% stakeholder approval rate and zero post-launch critical issues through thorough user testing.

- **Established collaborative design-development partnership** ensuring pixel-perfect implementation across 18-month development cycle, maintaining design integrity and meeting all accessibility standards.

Consilio eDiscovery (Financial Services)

Senior Experience Designer | *2014 - 2018*

- **Led digital transformation initiative** migrating legacy desktop application to modern responsive web platform serving 10,000+ legal professionals across Fortune 500 financial institutions.

- **Architected intuitive eDiscovery workflows** that mirror real-world legal processes, reducing user errors by 65% and improving case processing efficiency by 45% through user-centered design principles.

- **Designed comprehensive validation systems** with built-in error prevention mechanisms, decreasing support escalations by 50% and improving user confidence scores by 35%.

- **Created scalable design language system** with consistent terminology and visual hierarchy, establishing design standards adopted across 5 additional product lines and ensuring brand consistency.

- **Implemented continuous user feedback loops** and usability testing protocols, maintaining 90%+ user satisfaction throughout 4-year engagement and enabling data-driven design improvements.

LANGUAGES

English: C2 (Proficient) - Professional Working Proficiency
Hindi: Native Speaker