

MAHENDRA BHAGAVATH

Principal UX Designer

Bengaluru, India | 9481473533 | mahendra.uxdesign@gmail.com | [linkedin.com/in/mahendra-b](https://www.linkedin.com/in/mahendra-b) | mahendrauxdesign.com

SUMMARY

Principal UX designer with 15+ years of experience designing enterprise applications, websites, and mobile products end to end. Shape complex servicing journeys, align patterns across product teams, and lead user research, interaction design, and mentoring from discovery through delivery — creating scalable, user-centered experiences that improve usability and consistency across products.

SKILLS

- User research & usability testing
- Information architecture
- Interaction design
- Journey mapping & user flows
- UX strategy
- Stakeholder collaboration
- Visual design & accessibility
- Responsive design
- AI / GenAI experience design
- AI-assisted prototyping & design-to-code (Codex)
- Prototyping & wireframing
- Mobile app design

Tools: Figma, Adobe XD, Axure, Photoshop, HTML5, CSS3

WORK EXPERIENCE

Principal UX Designer | Oracle

07/2022 – Present

Bengaluru

- Designed Oracle Banking Branch experiences across Accounts, Deposits, Loans, IRA and maker-checker workflows, balancing user needs, banking rules and technical constraints.
- Collaborated with Principal Designers across Oracle Banking and FLEXCUBE to align shared use cases and interaction patterns across an ecosystem of 20+ designers.
- Partnered with the Redwood team on specialized banking requirements and component gaps, agreeing custom templates and reusable patterns for cross-product consistency.
- Consolidated 220 menu groups into 29, reducing the navigation structure by 87% and prioritizing frequently used, role-relevant tasks.
- Validated key workflows with 10+ bank users; simplified transaction status checks from five actions to two, cutting estimated task time from 2 minutes to 45 seconds (63% reduction).
- Aligned AI concept patterns — including explanations, uncertainty and recovery — across Branch Servicing, Customer 360, Deposits, Accounts, Teller and IRA.
- Defined a kiosk prototype connecting self-service, mobile document upload and teller review, preserving request context across channels while retaining employee approval.
- Mentored designers through reviews, sharing banking domain knowledge and promoting user-centered practices and design standards across teams.

Senior Design & Usability Analyst | Fidelity Information Services

12/2012 – 06/2022

Bengaluru

- Led research and end-to-end design for enterprise financial products, including ERP software, using contextual inquiry, moderated interviews and usability testing to improve complex workflows.
- Captured user requirements through personas, storyboards, user flows and prototypes; partnered with product owners, product managers and development leads to translate complex user and business goals into clear process flows, wireframes and designs.

- Designed Commercial Loan Servicing approval and decline workflows; 6 of 7 participants completed all three prototype tasks, with findings surfacing sorting and filtering needs.
- Designed the End of Term Lease mobile experience, enabling consumers to manage lease-end transactions and communicate with lenders, dealers and inspection vendors.
- Partnered with R&D on proof-of-concept work for emerging technologies — including Amazon Alexa displays, virtual reality and smartwatches — shaping visual design and user flow ahead of mainstream adoption.
- Delivered accessible, responsive design (HTML, CSS, Bootstrap) across banking, e-commerce and finance products, collaborating with international teams throughout the design process.
- Contributed to the FIS UX style guide and reusable component standards across financial products; led peer reviews to promote consistency.
- As part of the UX Centre of Excellence, ran a design workshop, mentored junior designers and supported recruitment through design interviews.

Lead UI Designer / User Experience Designer | SiliconIndia

03/2008 – 11/2012

Bengaluru

- Managed a team of six, delivering website information architecture, wireframes, visual designs and high-fidelity HTML/CSS prototypes.
- Used usability testing, card sorting and search-log analysis to identify navigation problems and inform a full website redesign.
- Partnered with developers on front-end integration and conducted accessibility audits and design reviews.

EDUCATION

Human-Computer Interaction Design (HCI) — Executive Certificate

06/2021

IIT Bombay

MBA in Finance

10/2008 – 10/2010

The University of Mysore, Mysore

Post Graduate Diploma in Computer Application

10/2004 – 10/2005

Karnataka Computer Academy, Udupi

INTERESTS & RECOGNITION

Photography, Painting (exhibited at Drishya School of Arts, Udupi), Badminton, Carrom — Best Drama Artist Award, MGM College.