Priyanka Lakkad

Senior Product Designer | Enterprise B2B SaaS | AI & Workflow Platforms

www.priyankalakkad.com · LinkedIn · plakkad06@gmail.com · San Jose, CA · U.S. Citizen

Senior Product Designer with 5+ years designing AI-powered enterprise SaaS platforms for workflow automation, observability and data-intensive products. Partners with product and engineering teams to take 0-to-1 ideas from research through launch, turning complex operations into simple, trustworthy experiences. Leads hiring and mentors design interns.

PROFESSIONAL EXPERIENCE

PRODUCT DESIGNER | Digitate | Santa Clara, CA — Sep 2026 – Present

Shaping the product experience of ignio™, Digitate's flagship AIOps platform for observability and autonomous IT operations.

- **Executive Observability:** Designing a unified experience that turns complex IT operations data into clear insights, helping business and technology leaders track service health, assess operational risk, measure business impact and decide faster.
- **DevOps Release Automation:** Designing an intelligent dashboard to orchestrate AI agents across ignio™ feature releases, from planning and validation to deployment, monitoring and recovery, so DevOps teams ship faster with less manual effort.

PRODUCT DESIGNER | Tata Consultancy Services (Interactive Design Studio) | Santa Clara, CA — Feb 2021 – Sep 2026

Designed and shipped enterprise software applications and AI-driven workflow systems as an embedded design partner for major brands, including Apple, Cummins, McKesson, Jaguar Racing, Sherwin-Williams, and Best Buy.

Apple | **Enterprise Automation Initiative**

- Sole designer owning 0-to-1 enterprise workflow automation systems, partnering closely with PMs and engineers.
- Designed the interaction layer for LLM-based tools that streamline manual processes: mapped current-state workflows, defined how people and AI agents divide work, and iterated patterns that keep AI behavior visible, meeting WCAG standards.

Pharmaceutical Company (Fortune 500) | **ComplyOne: AI Compliance Platform**

- Led platform design from user research through launch, consolidating training and compliance data into a real-time dashboard that let enterprise teams monitor regulatory readiness and cut audit preparation time by 25%.
- Designed role-based access controls (RBAC) tied to training completion, blocking unqualified users from restricted workflows and preventing $350K in annual audit remediation costs.
- Designed a configurable escalation workflow system, using flow diagrams and data visualization to make high-risk issues legible and automate routing across teams as issues changed severity.

Global Manufacturing Company (Fortune 500) | **Rebatify: Agentic Rebate Platform**

- Directed end-to-end design of a B2B rebate management platform replacing Excel-based workflows for Sales and Finance teams, centralizing rebate configuration and integrating CRM and ERP systems to cut manual effort by 45%.
- Partnered with product managers and engineers to craft an agentic AI Program Builder that converts inputs into structured rebate rules, with automated validation checks built into each step of setup.
- Designed an AI-assisted claims review system with anomaly detection and human-in-the-loop (HITL) checkpoints, giving reviewers a clear view of why each claim was flagged before any payout was approved.

Jaguar Racing | **Interactive Digital Experience**

- Led visual and interaction design of an interactive installation for Jaguar's Gen 2 Formula E car at the London ePrix, engaging over 20,000 attendees and producing a reusable interaction framework for future activations.

EDUCATION

Master's, Human-Computer Interaction Design — Indiana University Bloomington

Bachelor's, Information Technology — COEP Technological University

SKILLS, TOOLS AND CERTIFICATIONS

Skills: Product Design · User Experience (UX) · Interaction Design · User Research · Personas & Journey Mapping · Usability Testing · Prototyping · Information Architecture · Design Systems · 0-to-1 Product Design · Agentic Systems · AI Agent UX · Human-in-the-Loop (HITL) · Data Visualization · CRM/ERP Integrations · Accessibility (WCAG) · Product Strategy

Tools: Figma · Figma Make · Claude Design · Claude Code · Cursor · Adobe Creative Cloud · Lovable

Certifications: Gen AI Leader, Google Cloud (2025) · Demystifying AI, Stanford HAI (2025) · AI For Designers, IxDF (2025)