

PREMA CHEGI

Lead Product Designer | UX Design Lead | Enterprise SaaS & AI

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EXPERIENCE

Lead UX Designer

UST | Bangalore

03/2019 - Present

Lead UX and product design initiatives for global enterprise clients across SaaS, healthcare, AI, and cloud telephony.

SELECTED CLIENT ENGAGEMENTS

UX Consultant

Broadvoice | Portugal

01/2026 - Present

- Led UX redesign of AI-assisted cloud telephony workflows to improve call management and reduce agent effort.
- Standardized telephony patterns, reducing development rework by 25%.
- Improved dashboard usability through research-driven UX improvements.

UX Consultant

Philips | Netherlands

01/2025 - 12/2025

- Designed scalable healthcare design system components for complex clinical workflows.
- Simplified clinician workflows, reducing task complexity during device setup by 40%.
- Collaborated with global cross-functional teams to accelerate product delivery.

UX Consultant

Dell Technologies | US/China

04/2022 - 10/2024

- Redesigned enterprise checkout and delivery experiences.
- Reduced workflow friction by 30% through iterative UX improvements.

Lead UX Designer

Wolters Kluwer | Dublin

09/2021 - 03/2022

- Led UX for an experimental chatbot initiative, exploring AI-assisted user interactions.
- Designed conversational experiences to improve self-service efficiency by 22%.

Senior UX Designer

Intel Corporation | California

03/2019 - 07/2021

- Improved enterprise platform usability through research-driven design.
- Increased user success by 30% and reduced task completion time by 25%.
- Designed enterprise dashboards and reusable UI patterns.

EARLIER EXPERIENCE

Senior UI Designer

Anvizent Analytics | Atlanta

03/2016 - 01/2019

- Designed UX for data-driven dashboards and analytics products used by manufacturing companies.
- Designed and improved Anvizent's corporate website, creating intuitive user experiences across digital touchpoints.

Lead Conceptual Designer

Handigital Solutions | Bengaluru

02/2013 - 03/2016

- Led end-to-end UX design for enterprise web applications, from concept through delivery.
- Improved information architecture to create clearer, more intuitive user experiences.

EDUCATION

Master's in Project Management (MBA)

NIBM, 2015

Arena Animation Design Program

Arena Animation Academy, 2013

Bachelor of Commerce (B.Com)

Bangalore University, 2009

SUMMARY

Lead Product Designer with 12+ years of experience in enterprise SaaS, AI, healthcare, and data-driven products. Skilled in UX strategy, user research, interaction design, and design systems, with a proven track record of simplifying complex workflows and improving usability and efficiency.

SKILLS

CORE EXPERTISE

Product & UX

Product Design · UX Strategy · Interaction Design · Information Architecture · User Flows · Journey Mapping

Research

User Research · Usability Testing · Design Thinking

AI & High-Stakes UX

AI Product Design · AI-assisted Experiences · Healthcare UX · High-Stakes UX · Clinical Workflows

Enterprise & Domains

Enterprise UX · SaaS · Dashboard Design · Cloud Telephony

Systems & Accessibility

Design Systems · Accessibility · WCAG

Leadership & Delivery

Stakeholder Management · Cross-functional Collaboration · Agile · Scrum

TOOLS

Figma · FigJam · Miro · Jira · Confluence · Adobe Creative Suite

CERTIFICATIONS

Certified Usability Analyst(CUA)

HFI, 2026

UX Design Professional Certification

Google, In Progress

Design for Accessibility

In Progress