

Dhiraj Shelatkar

Senior Product Designer | UX Architect | Product Strategy

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SUMMARY

Senior Product Designer and UX Architect with 15+ years of experience designing complex enterprise and B2B products across insurance, cloud, and e-learning. Expertise in product strategy, UX architecture, interaction design, and simplifying complex workflows into scalable experiences. Experienced in design leadership, mentoring designers, and collaborating with cross-functional and external teams to deliver measurable improvements in usability, efficiency, and product outcomes.

CORE SKILLS

Product & UX Strategy

Product Strategy, Product Design, UX Strategy, Problem Framing, Interaction Design, Information Architecture, Complex Workflows, Prototyping.

Research & Validation

User Research, Stakeholder Interviews, Journey Mapping, Usability Testing, Heuristic Evaluation, Design Validation.

AI & Emerging UX

AI-Powered Workflows, Human-in-the-Loop Design, AI-Assisted Decision Support, Generative UI, Dynamic UI.

Design Systems & Accessibility

Design Systems, Design Patterns, Cross-Product Consistency, Accessibility, WCAG A/AA, UX Standards.

Tools & Methods

Figma, FigJam, Miro, Sketch, Axure, Balsamiq, Jira, Confluence, Azure DevOps (ADO).

Design Leadership

UX Direction, Design Critiques & Reviews, Designer Mentorship, Stakeholder Alignment, Cross-functional Collaboration, External Agency Collaboration.

EXPERIENCE

Duck Creek Technologies

07/2016 – 08/2026 | Mumbai, India

Sr. Product Designer | UX Architect Manager

Industry: Insurance / InsurTech

Product: B2B Enterprise SaaS Commercial & Personal Lines

- Led product design and UX strategy across Policy, Billing, Engagement, Loss Control, and Distribution, supporting experiences used by 500+ users.
- Consolidated and simplified high-stakes insurance processes across 20 persona-driven enterprise workflows, balancing complex business rules, technical constraints, and accessibility requirements.
- Led UX strategy and iterative design for a Commercial Lines property underwriting experience, integrating Verisk Risk Analytics into the underwriter workflow and creating a dedicated risk-analysis and decision-support experience that reduced decision time by 55%.
- Pioneered a scenario-based compensation modeling experience, integrating AI-assisted forecasting concepts to support compensation decisions for 100+ agents and 1,000+ monthly transactions.
- Redesigned the compensation transaction workflow, reducing exception-handling time and mismatch rates by an estimated 40% and improving operational efficiency for 100+ agents.
- Established reusable design patterns, decreasing design-to-development handoff time by 70% across the product suite.
- Led project-based collaboration with two visual designers, providing UX direction and mentorship through the transition from wireframes to high-fidelity product execution.

Atos
Sr. User Experience Designer / Business Analyst

08/2014 – 07/2016 | Mumbai, India

Industry: Cloud & Enterprise Software
Product: B2B SaaS Enterprise Web Application · Cloud Marketplace

- Shaped the UX architecture and interaction model for the Canopy enterprise cloud marketplace across IaaS, SaaS, and PaaS offerings, supporting approximately 300 users within a pay-as-you-go model.
- Architected the end-to-end cloud product purchasing experience for four distinct personas, enabling discovery, selection, purchase, and configuration across the Canopy marketplace.
- Developed dashboard experiences for managing cloud products, simplifying complex capabilities into task-oriented workflows and improving task completion by 45% through moderated usability testing.
- Partnered with Product, Engineering, and Business Analysis teams to translate business needs into UX solutions, supporting product launches for a pay-as-you-go cloud marketplace.
- Established UX guidelines and standards adopted across teams, improving design consistency through heuristic evaluation and usability validation.
- Managed collaboration with external visual design agencies, providing UX direction, design briefs, feedback, and design reviews to ensure alignment with product requirements and design standards.

Ness Technologies
User Experience Designer

12/2010 – 07/2014 | Mumbai, India

Industry: Education / EdTech
Product: E-learning · Digital Education · Web Applications, eCampus · I-Reflect

- Designed end-to-end user experiences for eCampus and I-Reflect, defining workflows, information architecture, interaction patterns, wireframes, and prototypes across complex education and e-learning journeys.
- Translated product and functional requirements into intuitive navigation and interaction models, collaborating with Product, Engineering, and QA teams to deliver feasible, user-centered solutions.
- Iterated on product experiences through stakeholder feedback and usability considerations, balancing user needs, business requirements, and technical feasibility throughout the design process.

Patni Computers, Godrej Infotech
Earlier Experience

EDUCATION

Post Graduate Certificate in Product Management
Northwestern University — Kellogg School of Management

09/2025 – 06/2026 | Mumbai, India

Bachelor of Commerce — Banking & Insurance
University of Mumbai

06/2004 – 05/2007 | Mumbai, India

CERTIFICATIONS

Accessibility Design
Interaction Design Foundation

Design Thinking
Interaction Design Foundation

Usability Analyst
Human Factors International

Product: Adoption and Appropriation
IxDF - Interaction Design Foundation

HUMAN-COMPUTER INTERACTION - HCI
IxDF - The Interaction Design Foundation