

Gaurav Agarwal

9+ Yrs

Senior Product Designer • B2B SaaS • AI-Native Experiences •
Design Systems • Agentic UX
Hyderabad, India

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EXPERIENCE

ServiceNow

Feb 2024 – Present

Senior Product Designer — Hyderabad, India

- Improved task completion from 74% to 82% by leading the redesign of Tasks & Requests within Employee Slate, ServiceNow's AI-native Employee Experience product.
- Reduced admin configuration time from 13 days to 1 day by leading the design of a guided, intelligent configuration experience for Employee Slate, applying defaults, progressive disclosure, and clarity over customization to accelerate time-to-value.
- Led cross-BU workshops with 11+ stakeholders to stress-test Employee Slate's AI-native capabilities, surfacing edge cases and refining agentic workflows ahead of launch.
- Cut prototyping turnaround from 1 week to 3 days by using Claude Code to build interactive, functional prototypes for concept validation.
- Mentored 2 designers through regular critiques and project coaching, supporting one designer's transition from intern to full-time and helping another independently lead and ship a product initiative.

ADP

Jan 2020 – Feb 2024

Sr. UX Designer — Hyderabad, India

- Reduced performance-management support call volume by 70% by leading the end-to-end redesign of Performance Management for Workforce Now, serving 25K+ clients.
- Designed Workforce Now's Learning Management module from 0→1 to address a 1.5M+ learner market growing 20% YoY, bringing native learning and training capabilities into the platform and reducing reliance on third-party LMS tools.
- Adopted by 2 additional BUs after designing and documenting a horizontal timeline component for ADP's design system, while also resolving accessibility issues across existing components.

Cognizant

Oct 2017 – Jan 2020

UX Designer — Bangalore, India

- Designed Live Support for 200+ associates, an internal chat and FAQ platform that grew ~20% month-over-month in adoption.
- Replaced manual Excel and Teams-based workflows for 6 agents and 2 supervisors with built-in tracking, escalation, and quick-response capabilities.

EARLY EXPERIENCE

UX Design Intern — Optym (2016)

Contributed to the 3.0 release of HaulPLAN, a web-based logistics platform; led its transition to responsive design.

UX Design Intern — The Minimalist (2015)

Designed user flows, personas, and wireframes for a new platform from initial requirements through prototyping.

UX/UI Design Intern — VivaConnect (2015)

Designed UI/UX for web and mobile ordering apps across several food-service clients.

EDUCATION

IIT Guwahati

Bachelor of Design (B.Des)

2013 – 2017

SKILLS

Strategy & Leadership

- Product strategy
- Stakeholder management
- Mentorship
- 0-to-1 design

AI-Native Design

- AI-assisted prototyping
- Agentic & conversational UX
- AI-native product design

Product Design & Research

- User flows & IA
- Wireframes & high-fidelity UI
- Prototyping & design systems
- Accessibility (WCAG)
- Usability testing
- Data-informed design

Tools

Figma Figma Make
Claude Code GitHub
Miro

PATENTS

Display Screen with GUI (Reminders & Escalations)

U.S. Patent D997,183 · Aug 2023

+ 5 design patents & 1 utility patent filed (pending)

CERTIFICATIONS

UX Strategy

Udemy · Oct 2023

Accessibility for Designers (11 Courses)

Deque Systems · Jun 2023

Accessibility for Content Writers

Deque Systems · Apr 2023