

Trisha Ambekar

Senior UX Designer • 12+ years of experience

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PROFESSIONAL SUMMARY

Senior UX Designer with more than 12 years of experience designing enterprise products for Fortune 500 organizations across insurance, retail, healthcare, telecommunications and aviation. I lead user research, service design, journey mapping, interaction design, prototyping and usability testing, and I enjoy solving complex business problems through user-centered design, including AI-powered experiences that improve efficiency and customer outcomes. I collaborate closely with product managers, engineers, researchers and executive stakeholders across the full product lifecycle.

AI SKILLS

Experience	Agentic AI product design • AI-assisted UX • Human-AI interaction • AI workflow design • Prompt-driven experiences • AI data extraction workflows
Tools	Figma • Figma Make • FigJam • Miro • Jira • Axure RP • Sketch • Photoshop • HTML/CSS • Design systems • AI-assisted design tools

EXPERIENCE

Senior UX Designer • Capgemini, Remote July 2025 – September 2026

Client: Corebridge (AIG)

- Led end-to-end UX research and product design for an AI-powered underwriting assistant built to streamline insurance submission processing.
- Partnered with underwriters, brokers, product owners, business analysts and engineering teams to understand underwriting workflows, business goals and operational pain points.
- Planned and conducted contextual interviews and workflow analysis with underwriters to identify inefficiencies in handling broker submissions.
- Created journey maps, user flows, personas and experience maps to visualize the underwriting lifecycle and uncover opportunities to optimize it.
- Designed low- and high-fidelity prototypes in Figma, refining workflows iteratively to reduce manual effort and cognitive load.
- Used Figma Make to prototype AI-assisted experiences quickly and validate concepts before engineering implementation.
- Designed experiences for an agentic AI underwriting assistant that extracted data from broker-submitted documents, populated underwriting fields and enabled faster policy submission reviews.
- Ran usability testing sessions with underwriters, synthesized the findings and applied them across several design iterations before developer handoff.
- Worked with developers throughout implementation to ensure design accuracy and maintain usability standards.
- Presented research findings, design rationale and prototype demonstrations to business stakeholders and leadership.

Staff UX Designer • Synergis, Atlanta November 2021 – March 2022

Client: The Home Depot

- Designed user-centered enhancements for the Regional Assortment web application, improving usability and supporting ongoing functionality upgrades in Figma with the design system.
- Led UX research for the delivery SLA process, planning and conducting interviews with assortment planners, channel management and merchants, then synthesizing the insights and presenting them to leadership to guide design strategy.
- Conducted omnichannel research into the holistic needs of online and store merchants, and created personas, scenario maps and need statements with project managers and engineers.
- Translated research insights into design solutions that made assortment planning more cohesive across channels.
- Delivered presentations to leadership that built alignment and buy-in on user needs and design direction.

Senior UX Designer • Cognizant, Remote November 2020 – May 2021

Client: AbbVie

- Designed and built SharePoint sites for 10 departments within the Medical Affairs team, improving internal collaboration and access to documents.
- Led stakeholder engagement by organizing discovery sessions, design walkthroughs and review meetings to keep teams aligned and secure approvals.
- Created project plans and visual presentations that explained site architecture, user flows and SharePoint functionality.
- Designed department-level organizational charts to support internal clarity and team visibility.
- Worked with department stakeholders to gather business requirements, identify user pain points and deliver tailored design solutions.
- Partnered with an offshore development team to communicate requirements, provide design guidance and keep deliverables consistent.

Client: Delta Air Lines

- **Delta.com:** partnered with product owners and scrum masters to identify design gaps and missing scenarios, and created responsive designs in Figma across breakpoints for web and mobile. Contributed to a design system and pattern library that kept the experience consistent and streamlined developer handoffs.
- **Delta Net (intranet):** gathered requirements with business stakeholders, conducted task analysis to uncover usability problems, defined the design scope and delivered responsive solutions that followed Delta's brand guidelines across web, tablet and mobile.
- **Damage reporting application:** designed an Android application for Zebra devices that streamlined damaged baggage reporting, enabling real-time data capture and root cause analysis, and contributing to significant savings on baggage claims. Led the end-to-end UX process, from requirement gathering and design strategy to on-field usability testing with ramp agents.
- **SunTrac application:** led the redesign of a legacy system used for hotel bookings within vacation packages, replacing green-screen interfaces with a modern, easier-to-use experience.

Senior UX Designer • Cognizant, Connecticut

May 2017 – January 2019

Client: Aetna

- Partnered with customers, stakeholders, subject matter experts, designers and developers from concept through implementation to keep outcomes aligned and user-centered.
- Identified interaction pain points and proposed design solutions through user flows, storyboards and high-fidelity responsive wireframes.
- Conducted market analysis, synthesized user feedback and applied usability findings to design decisions grounded in user-centered methods.
- Provided project estimates and timelines that helped teams plan and prioritize.
- Coordinated offshore design and HTML teams, making sure deliverables met quality and consistency standards.
- Facilitated design reviews with business teams, gathered feedback and secured timely approvals.
- Developed case studies documenting project goals, process and outcomes for internal knowledge sharing and portfolio use.

Senior UX Designer • Cognizant, Connecticut

August 2015 – April 2017

Client: Cigna

- Improved platform usability and visual appeal, which increased user traffic and engagement.
- Designed responsive pages aligned with brand guidelines for a cohesive, on-brand experience.
- Created interactive HTML prototypes and click-through demos for client presentations, mockups and user testing sessions.
- Developed adaptive layouts that kept the experience consistent across devices and screen sizes.
- Produced style guides and web, CSS and interaction specifications to support engineering teams.
- Tested and iterated on interactive prototypes to refine concepts and improve usability.
- Conducted business acceptance testing (BAT) to validate design functionality against business requirements.
- Prototyped custom UI solutions with clients in Axure RP, saving development time and speeding up decisions.

UX Designer • Cognizant, Virginia

January 2014 – August 2015

Client: Comcast

- Contributed to an enterprise automation project run in Agile, supporting iterative design and rapid delivery.
- Ran requirement gathering sessions and identified user pain points to align solutions with business and user goals.
- Translated those goals into UX strategies, designing interactive wireframes and high-fidelity interfaces for enterprise dashboards and health check applications.
- Mentored and provided design leadership to a distributed development team, keeping quality consistent across time zones.
- Led user acceptance testing (UAT) sessions to validate design effectiveness and gather final feedback before implementation.

UX Architect • Possible, Kentucky

October 2013 – November 2013

Clients: Café Pilon, Pantene, ConAgra Foods, Michelin, ReadySetEat, Pillsbury and Gillette

- Conducted user research and worked with cross-functional teams to align business goals with user needs.
- Designed task flows, performed content audits and defined information architecture to improve usability and engagement.
- Delivered wireframes and interactive prototypes for web and mobile in Axure and OmniGraffle to support internal reviews and client presentations.

DESIGN SKILLS

User research • Personas • Journey maps • Storyboards • Wireframes • Prototyping • User testing • Design strategy • Interaction design • Information architecture • Visual design • Service design • Product strategy • Cross-functional leadership

EDUCATION

Northeastern University, Boston, MA — MS in Professional Studies, Digital Media and Communications (Interaction Design)	2013
Abhinav Kala Mahavidyalaya, Pune, India — Bachelor's in Applied Art (Illustration)	2006