# MRADUL JAIN

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## Senior Product Designer

**Enterprise UX ~ SaaS & Security Workflows**

*To associate with an innovative and vibrant organization, which allows me to put my competencies to the best use, to add value to the organization, and contribute to my overall growth as an individual.*

## PROFILE SUMMARY

Product Designer with experience designing enterprise SaaS products, AI-powered experiences, and security-focused platforms across global technology organizations. Skilled in leading end-to-end product design initiatives, from discovery and UX research to interaction design, prototyping, usability validation, and design system implementation. Experienced in simplifying complex technical workflows and translating business, user, and engineering requirements into intuitive, scalable product experiences. Led the redesign of Cisco's Firewall Migration Tool, improving enterprise configuration and migration workflows through user-centered design, systems thinking, and workflow optimization. Combines strong UX strategy, information architecture, user flows, and interaction design expertise with a background in visual design and creative problem-solving. Adept at collaborating with product managers, engineers, researchers, and stakeholders to deliver impactful web and mobile products that balance usability, business objectives, and technical constraints. Proficient in Product Design, UX/UI Design, Design Systems, Figma, Wireframing, Prototyping, User Research, Data Visualization, Information Architecture, and Cross-Functional Collaboration.

## AREAS OF EXPERTISE

Product Design | UX Design | User-Centered Design | Enterprise UX | Interaction Design | User Research | UX Research | Design Thinking | Information Architecture | Wireframing | Prototyping | Design Systems | Visual Design | User Flows | Journey Mapping | Usability Testing | Heuristic Evaluation | UX Audits | Workflow Optimization | Product Strategy | AI-Assisted Experiences | Conversational AI | Dashboard Design | Data Visualization | SaaS Products | Enterprise Software | Cross-Functional Collaboration | Stakeholder Management | Design Operations | Accessibility | Responsive Design | Human-Centered Design | Rapid Prototyping | Interaction Patterns | User Interface Design (UI) | Figma | Adobe Illustrator | Adobe Photoshop | FigJam | Design Documentation | Concept Development | Problem Solving | Agile Methodologies | Customer Experience (CX) | Product Discovery | User Validation | Experience Design | Security & Networking UX | Enterprise Product Design | AI Product Design

## EXPERIENCE

### 2023 – Present: Cisco | UX Design Specialist

- Lead end-to-end UX design initiatives for enterprise security and networking products, with a focus on improving usability, efficiency, and customer experience.
- Designed complex workflows and user journeys for configuration-intensive firewall and network management systems.
- Contributed to AI-assisted enterprise experiences, including conversational interfaces, intelligent workflows, and data-driven dashboard experiences.
- Partnered closely with product managers, engineers, researchers, and cross-functional stakeholders to deliver scalable SaaS solutions.
- Conducted UX audits, workflow analyses, usability evaluations, & user-centered design improvements for enterprise security platforms.
- Translated highly technical networking and cybersecurity concepts into intuitive, accessible, and efficient user experiences.

**Key Accomplishments**

**Firewall Migration Experience Transformation**

- Led the redesign of Cisco's Firewall Migration Tool, addressing usability challenges within a complex, multi-step migration process.
- Reorganized information architecture, streamlined navigation, simplified configuration workflows, and optimized user journeys through research, prototyping, and stakeholder collaboration.
- Delivered a modernized migration experience that reduced workflow complexity, improved task efficiency, and aligned the product with contemporary enterprise UX standards.

**AI-Powered Security Assistant Experience**

- Designed conversational AI experiences that enabled users to perform firewall and policy management tasks through natural language interactions.
- Created workflows and interface concepts for firewall rule creation, policy analysis, configuration recommendations, and security optimization.
- Contributed to the AI assistant ecosystem by designing homepage experiences, prompt libraries, contextual triggers, and interaction patterns that improved feature discovery and user adoption.

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- Enhanced accessibility and efficiency for enterprise security operations by reducing reliance on complex dashboard-driven workflows and enabling more intuitive AI-assisted task completion.

**May 2022 – Jul 2022: Adobe | UX Design Intern**

- Conducted user research, UX evaluations, interaction design, prototyping, and usability validation across Adobe's creative software ecosystem.
- Analyzed user workflows and design patterns to identify opportunities for improving product usability, efficiency, and overall user experience.
- Collaborated with design teams to develop user-centered solutions aligned with evolving industry trends and creator expectations.
- Created wireframes, prototypes, and design concepts to support product innovation and workflow optimization initiatives.

**Key Accomplishments**

- Performed a comprehensive comparative UX audit of Adobe Illustrator and Figma, evaluating vector design workflows, interaction patterns, usability, and creator experience. Delivered actionable insights that highlighted workflow inefficiencies and opportunities to align Illustrator with modern collaborative design expectations.
- Led the redesign of the Perspective Tool experience for Adobe Illustrator Web, introducing streamlined interactions, improved workflows, and innovative feature concepts to enhance usability and accessibility. Presented recommendations and design concepts to stakeholders, demonstrating opportunities to modernize web-based vector design workflows and improve creator productivity.

**Jan 2020 – Dec 2021: LSVP India | Visual Designer / Graphic Designer**

- Developed engaging digital storytelling assets and creative campaigns for SaaS-focused content and marketing initiatives.
- Produced visually compelling designs that enhanced brand communication and audience engagement across digital channels.
- Collaborated with content, marketing, and creative teams to deliver high-quality visual solutions aligned with business objectives.

**2020 – 2021: Opus Magnum | Graphic Designer**

- Designed and executed marketing, branding, and communication materials across multiple digital platforms.
- Created visually consistent assets that strengthened brand identity and supported promotional campaigns.
- Partnered with cross-functional stakeholders to deliver creative solutions within project timelines.

**Freelance Illustrator & Tattoo Artist | Independent Practice**

- Managed end-to-end creative projects, including branding, visual identity development, and commissioned illustration assignments.
- Worked directly with clients to translate concepts into distinctive visual experiences and custom artwork.
- Delivered tailored creative solutions while maintaining strong client relationships and project management standards.

## EDUCATION

**Master of Design (M.Des.), User Experience Design |** Indian Institute of Technology Guwahati | 2021 – 2023
**Bachelor of Fine Arts (BFA), Visual Communication |** College of Art, University of Delhi | 2016 – 2020

## PROFESSIONAL ENHANCEMENTS

- Completed coursework and training in AI and Prompt Engineering through Cisco, developing a strong foundation in AI-driven workflows, prompt design, and emerging technology applications.
- Contributed to Cisco's internal GOAT Firewall initiative, a selective high-impact project focused on rapid problem-solving, innovation, and cross-functional collaboration.
- Supported the planning and execution of Cisco Blueprint design events, while creating reusable illustration assets and design resources adopted across internal teams.
- Participated in hackathons, design challenges, and innovation sprints, collaborating with multidisciplinary teams in fast-paced, solution-oriented environments.
- Delivered commissioned illustrations for prominent industry leaders, including Balaji Srinivasan and Jared Kushner, demonstrating strong visual storytelling, creative execution, and stakeholder-focused design skills.

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