

Tanmay Jain

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PROFESSIONAL SUMMARY

Design manager with 9+ years of experience driving enterprise-scale digital transformation initiatives across product, customer, and assisted-service experiences. Proven track record leading cross-functional teams, shaping UX strategy, and delivering scalable solutions that balance business goals, operational efficiency, and user needs. Experienced in managing end-to-end design delivery across complex enterprise ecosystems while mentoring teams and influencing stakeholders at multiple levels.

WORK EXPERIENCE

Cognizant, Las Vegas, Nevada

Consulting Manager – Experience Design

May 2026 – Present

- Lead UX strategy and end-to-end delivery for enterprise-scale digital transformation initiatives.
- Drive cross-functional collaboration across product, engineering, business, and operations teams to deliver scalable customer and assisted-service experiences.
- Partner with client leadership to define experience, align priorities, and map strategic product roadmaps.
- Mentor and guide designers across complex initiatives, enabling critical design thinking and delivery excellence.
- Translate customer, business, and operational insights into actionable experience strategies that improves efficiency and user outcomes.

Lead Product Designer

January 2025 – April 2026

- Led AI-assisted agent experience to improve decision efficiency and reduce handling time across workflows.
- Defined intelligent system-guided interaction models balancing automation, user control, and transparency.
- Partnered with product and engineering teams to align UX with systems and drive experience strategy.

Senior Product Designer

March 2022 – December 2024

- Improved task success rates through targeted usability enhancements across key agent and customer journeys.
- Delivered scalable, responsive UI systems with refined interaction patterns and visual hierarchy.
- Partnered cross-functionally to prioritize features and align design decisions with business KPIs.

Visual Designer

April 2019 – February 2022

- Launched self-service vending machines for Verizon value brands, deployed in Walmart and Best Buy stores.
- Enhanced touch-screen flows through usability tests, boosting transaction success by 30%.
- Integrated 5+ data systems and streamlined user flows, reducing average transaction time by 20%.

Tech Mahindra, Ashburn, Virginia

Product Designer

November 2018 – March 2019

- Created a design system for enterprise applications, improving UX consistency across platforms.
- Worked closely with PMs, researchers, and engineers from ideation to delivery to align on product vision.
- Developed metrics-backed prototypes that aligned with Verizon KPIs and product goals.

DocuSoft India Pvt Ltd, Indore, India

UI/UX Designer

August 2014 – July 2016

- Crafted intuitive web and mobile interfaces for document management solutions, enhancing usability.
- Translated business requirements into interactive wireframes and high-fidelity prototypes.
- Collaborated with developers to ensure accurate design implementation.

EDUCATION

M.S. in Computer Science - New Jersey Institute of Technology, NJ | **B.E. in Computer Science** – Mediacaps, India