

Prabhakaran Rakkiappan

Design Manager

EXPERIENCE

Manager, UX Design & Research Uniphore Jan 2024 - Present

- Managing and building India UX Design & Research team.

Manager, Product Design Tekion Apr 22 - Jan 2024

- Leading design across Automotive Retail clouds (Services), Automotive partner cloud and Developer platform (Low-code, No-code)
- Build, scale, and maintain internal Design Systems, standards, best practices, and guidelines.
- Manage, develop, coach, and mentor Designers within the team.

Sr. UX Product Manager, Conversational AI PayPal Dec 17 - Mar 22

- Build the design system for Simplified Case Management (SCM) for compliance, and on-boarding different disciplines including PEPs, DD, BRM and GI
- Reducing the average handling time (AHT) by 30% and head count by 11% for Simplified Case Management (SCM) for compliance.
- Redefining the Design handover to dev team, thus reducing the change request by 80%.

Sr. Product Designer & UX researcher ZOHO Mar 15 - Dec 17

- Worked on Site24x7: a cloud infrastructure monitoring platform by Zoho. As part of my role, I spearheaded the redesign of the complete B2B SaaS platform and designing of the cloud monitoring product Cloud Spend.

Game Designer & Typographer Scientific Games Oct 11 - June 14

- Worked on developing artwork, backgrounds, UI Elements, symbols, and animation for games with an international and multidisciplinary team across the world

Graphic Designer Tinderbox Events Aug 08 - Sept 11

EDUCATION

Copenhagen Institute of interaction design

“People-Centred Research” Summer School 2018

University of Madras

B.S.C “Visual Communication” 2004-2007

AWARDS & RECOGNITION

TEDx Speaker @ TEDxIITGuwahati MAR 2021

Product Design through the times : where does it go from here ?

Creative GAGA Magazine FEB 2015 Featured “illamai” a tamil TypeFace

Pantone Gallery JUL 2014 Featured my work “Manja Pai”

OpenHouse JUN 2009 Sold an art work to art director **Sabu Cryil**

SKILLS

UX Management

Design System

Product Design

Wireframing

Visual Design

User Research

Usability Testing

Art Direction

Illustration

TOOLS

Figma

Figjam

Photoshop

Illustrator

After Effects

Premier Pro

PORTFOLIO

Probfactory.com

Dribbble.com/probfactory

Behance.net/Probfactory

Instagram.com/probfactory

CONTACT

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