Janto Jose

Product Design Leader | UX for Enterprise IT & B2B SaaS

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Summary

Senior UX leader with **16+ years of experience** driving **human-centered innovation at scale** across global markets. Proven track record in shaping **design vision for multi-platform ecosystems**, delivering consumer-scale and enterprise-grade B2B SaaS and IT products. Recognized for transforming design into a **strategic growth driver** by:

- Leading and mentoring design teams to foster **craft, curiosity, and excellence**

- Translating complex technical requirements into **intuitive, scalable UX solutions**

- Driving adoption of **AI-powered, data-informed, and systemized design practices**

- Partnering with product and engineering leaders to align user needs with **business and technical goals**

Known for bridging **business, technology, and design**, and for creating impactful user experiences that accelerate adoption, engagement, and long-term business outcomes.

Experience

o9 Solutions Inc. | Sr. UX Designer II

May 2024 – Present

- Defined and institutionalized UX strategy across 4 enterprise product lines in the **supply chain and IT domain**, improving design consistency by 25% and reducing rework by 20%.

- Partnered with **engineering teams** to translate technical requirements into scalable UX flows and **Figma-based design systems**.

- Facilitated product modernization workshops across 6 squads, shaping long-term product vision and roadmap alignment.

- Conducted 12+ user interviews and 8 contextual inquiries, generating insights that increased feature adoption by 10%.

Conga | Principal UX Designer

Jul 2018 – May 2024

- Drove rollout of an enterprise-grade **design system in Figma** with 75% adoption in 6 months, reducing design and development cycles by 30%.

- Led usability testing for B2B SaaS workflows, achieving 100% task success rate and cutting completion time by 50%.

- Partnered with PMs and engineering leads to align UX with business strategy, increasing NPS by 15%.

- Mentored 5+ designers and coached cross-functional squads, strengthening design craft and technical collaboration.

William O'Neil + Co. | Lead UX Designer

Jun 2016 – Jul 2018

- Built and led a **7-member UX team** across India, boosting delivery efficiency by 30% and ensuring cross-product design consistency.

- Synthesized research insights from 20+ user interviews into actionable recommendations, improving user satisfaction by 15%.

- Partnered with product leadership to align UX strategy with global market expansion goals.

Sungard Solutions | Sr. UI Designer

Aug 2013 – Jun 2016

- Designed and optimized enterprise hybrid apps, reducing abandonment rates by 35% and improving retention.

- Collaborated with PMs and engineers to translate technical requirements into user-centered solutions that improved KPIs by 20%.

Wipro Technologies | UI Designer

Jul 2010 – Jul 2013

- Directed a distributed design team of 8+ across 3 locations, improving consistency and workflows.

- Partnered with engineering and project management to run 15+ user interviews, uncovering critical usability gaps.

- Delivered prototypes and wireframes that reduced iteration cycles by 30% via early alignment with stakeholders.

Ernst & Young | Web Designer

May 2009 – May 2010

- Led UX design for the EY intranet platform used by 100,000+ employees, improving task success by 25%.

- Ensured product alignment with EY's global brand and business identity.

Percept Knorigin | Web Designer

May 2008 – Apr 2009

- Designed enterprise websites valued >$10K each, contributing to a 40% increase in client retention.

- Reduced design revision cycles by 25% through reusable design systems.

Leadership & Strategic Impact

- Experienced in **requirements gathering from PMs and engineers**, translating them into sitemaps, wireframes, and high-fidelity prototypes.

- Defined UX strategy across multiple product ecosystems, influencing **roadmap alignment and modernization**.

- Built and scaled design teams (7–8 designers) across global locations, fostering mentorship and design excellence.

- Championed **Figma-driven handoff** and cross-functional collaboration with PMs, engineers, and stakeholders.

- Adept at shaping product vision through storytelling, executive communication, and design evangelism.

Skills

Design Leadership: Team building, mentorship, roadmap alignment, stakeholder engagement
Product & UX Strategy: B2B SaaS, Enterprise IT & Networking products, systemized UX

practices
UX Craft: Wireframing, prototyping, Figma, design systems, usability testing
Research: Contextual inquiry, behavioral analysis, technical stakeholder interviews
Technical Collaboration: Requirements gathering, engineering handoff, frontend familiarity (HTML/CSS basics)

Education

Calicut University — Bachelor of Commerce (2005)
Institute of Multimedia Arts & Graphics — Digital Visual Media (2007)
Applied equivalent foundation in HCI and UX design across 17 years in enterprise IT, networking, and SaaS domains.

Certifications

- Accessible Design | The A11Y Collective (2023)

- Creating & Maintaining Successful Design Systems | Smashing Conf (2021)

- UX Deep Dive: Usability Testing | LinkedIn Learning (2020)

Honors & Awards

- Usability Test Innovation Award

- Design System Star Award — Conga

- Feather in My Cap — Wipro

- Outstanding Performer — Wipro Technologies

- Canon India Design Award — Percept Knorigin