

Gunam M

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Summary

Product Designer with 2+ years of experience designing enterprise fintech platforms for global banks processing 1M+ daily transactions. Specialized in scalable design systems, accessibility compliance (WCAG 2.1 AA), and data-driven UX optimization. Proven track record in conversion improvement, cross-functional collaboration, and enterprise-scale product consistency.

Skills

Design Tools: Figma (Advanced), ProtoPie, Adobe Photoshop, Illustrator, After Effects, Jitter

UX Methods: Design Systems, Interaction Design, Wireframing, User Research, Information Architecture, Journey Mapping, Usability Testing, A/B Testing, Heuristic Evaluation

Process: Agile/Scrum, Lean UX, Design Thinking, Accessibility Audits (WCAG 2.1 AA)

Specialization: Fintech UX, Banking Platforms, Enterprise SaaS, Cross-Platform Design, Transactional Systems

Professional Experience

Product Designer

Aug 2023 – Present

Financial Software and Systems (FSS), Chennai

- Led end-to-end design for white-label fintech platforms serving Tier-1 banks (QNB, Emirates NBD, FAB, DIB) supporting 1M+ daily transactions across regulated markets
- Architected scalable multi-tenant design system enabling deployment across 5+ banks, reducing delivery timelines by 40%
- Redesigned merchant and customer onboarding flows using progressive disclosure patterns, increasing completion rates by 22% and reducing manual processing by 35%
- Optimized payment and UPI transaction experiences achieving 99.9% reliability with zero critical UX issues in production
- Established structured design-to-development handoff workflows reducing frontend rework by 15%
- Conducted accessibility audits and implemented WCAG 2.1 AA compliance across banking interfaces
- Mentored junior designers on enterprise UX patterns and stakeholder collaboration

Product Designer Intern

Feb 2023 – Jul 2023

Financial Software and Systems (FSS), Chennai

- Designed onboarding and payment workflows for enterprise banking clients used by thousands of daily users
- Created wireframes, UI components, and interactive prototypes in Figma improving iteration speed by 30%
- Collaborated with developers to improve handoff clarity and reduce implementation ambiguity

Awards

Champion of the Quarter – High-impact payment gateway UX delivery

Team Excellence Award (FAB Bank, 2024) – Enterprise UX migration coordinating 20+ stakeholders

Education

Master of Computer Applications (MCA), Computer Science

2021 – 2023

SRM University, Chennai