

NISARG PATEL

Product Design & UX Leader

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PROFILE

Product design leader with 12 years of experience leading and scaling design teams across digital healthcare, fin-tech, and insurance. Driving design vision and product UX strategy for complex consumer and enterprise SaaS platforms, while remaining hands-on in 0-to-1 development. Known for influencing DesignOps, governance, and AI-enabled workflows that improve execution quality and consistency across multi-product portfolios.

EXPERIENCE

Envestnet - Raleigh, NC

Director of Product Design

Jul 2022 - Dec 2025

- Led and mentored a team of **3 product designers**, aligning UX skills and growth with key **SaaS** initiatives.
- Owned UX strategy and hands-on design leadership of 10+ personal finance applications and 80+ consumer insight widgets for 15+ financial institutions, serving **10M+ users**, resulting in **2x client user** expansion.
- Drove **AI adoption** by integrating intelligent financial widgets, optimizing a chatbot with AI agent features, and streamlining UX workflows to accelerate execution.
- Scaled **DesignOps** across 15 designers by formalizing design workflows, critique and review processes, exploration, skill-building workshops, cross-team alignment, and individual growth.
- Partnered with sales/product leadership to deliver high-fidelity prototypes leading to **\$2M+ contracts**.

Senior Product Designer

Oct 2020 - Jul 2022

- Led design of advisor-facing **responsive** workflows for a personalized data-driven fin app, establishing scalable interaction patterns through direct **user research** and supporting **100k+ advisors**.
- Owned UX governance across global applications by extending the design system and **WCAG** standards.
- Partnered with engineering to resolve high-priority issues and define **responsive** design guidelines.

Chubb - Jersey City, NJ

UX/UI Designer

Oct 2018 - Oct 2020

- Raised **NPS to ~80** by redesigning auto claims **mobile app**, optimizing processing from **days to under 3 hours**
- Championed **UX strategy** and execution through **A/B usability testing** and team **mentorship** across 5-7 concurrent initiatives resulting in rapid and consistent product delivery

Optum Technology - Basking Ridge, NJ

UX/UI Designer

Jun 2014 - Oct 2018

- Delivered a **responsive** web app to retrieve patient health plan in real time, accelerating call resolution time
- Streamlined prescription prior authorization workflows through **user-centered** design, **usability research**, and ensuring compliance, improving efficiency and processing time.

EDUCATION

NJIT - MS, Information Systems • SUNY Plattsburgh - BS, Business Administration & Information Systems

TOOLS & SKILLS

Figma, Figma Make, Claude, ChatGPT, Framer, Lovable, FigJam, Sketch, InVision, Axure, Adobe, CSS3, HTML5
DesignOps, Hiring & Mentoring, Design Systems, User Research, Agile UX