

Omer Malik

Senior Product Designer

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Summary

Ten years designing interfaces for high-consequence operational environments. Aviation dispatch, identity security, and enterprise systems at scale. Specialize in real-time interfaces, AI-assisted workflows, and complex operational tools where system state, user cognition, and decision speed intersect.

Core Competencies

Real-time operational consoles, multi-state UI architecture, high-density data visualization, failover and redundancy mapping, constraint-driven workflow design, agentic AI workflows, AI triage and recommendations, human-in-the-loop systems, predictive UI, conversational and voice UX, modular wireframing, cross-platform design (web, mobile, voice), scalable design systems.

Independent UX Design Consultant

Principal UX Designer

[April 2016 - Present](#)

UX design for complex, mission-critical operational systems.

United Airlines

Redesigned the flight release workflow for dispatchers managing 400+ daily departures, reducing authorization time and eliminating a class of procedural errors flagged in FAA compliance review.

Built adaptive interfaces for flight plan validation and dispatch workflows under FAA compliance requirements, where procedural errors carry operational and regulatory consequences.

Designed for dispatchers operating under sustained cognitive load, applying task analysis and error-prevention principles to reduce decision latency in high-consequence authorization flows

GovHost

Led UX for a Computer-Aided Dispatch and Records Management System serving police, fire, and EMS agencies coordinating real-time emergency response across multi-agency PSAPs, applying cognitive load and error-prevention principles from aviation and industrial control environments.

Vizient

Led UX across a healthcare supply chain platform serving multiple product lines, establishing design standards and component guidelines that aligned product and engineering around consistent interaction patterns.

Mentored designers in Figma component development, accelerating design-to-engineering handoff across the platform

Aperia

Redesigned business intelligence and data management tools for a payments platform, maintaining weekly delivery across wireframes, prototypes, and high-fidelity designs on multiple concurrent workstreams.

Presented design decisions directly to executives, translating complex data interface tradeoffs into clear product direction.

Verizon

Redesigned account management flows for the MyFios portal serving millions of subscribers across web and mobile, reducing support call volume by removing friction points that drove users to contact support instead of completing tasks independently.

Ringcentral

Senior UX Designer - Enterprise Admin Portal

[March 2020 - February 2024](#)

Led UX for the enterprise Admin Portal serving 500,000+ businesses and 7M+ users globally. A complex provisioning system built for IT administrators and platform operators spanning user management, permissions, device configuration, call routing, and billing at scale.

Designed AI conflict detection patterns that surfaced dependency risks before they reached engineering, reducing rework cycles by catching cross-system conflicts at the design stage

Designed multi-agent workflow systems for provisioning and configuration flows across web, mobile, and backend systems, translating deeply interdependent technical constraints into operator-facing interfaces that scaled across thousands of enterprise accounts

Mapped cross-functional dependencies across product, engineering, and backend provisioning systems, producing UX specifications that served as the source of truth for multi-platform implementation.

NortonLifeLock

UX Designer - Lifelock Customer Portal

[September 2017 - May 2019](#)

Led UX for the LifeLock Customer Portal, a consumer identity protection platform serving millions of subscribers across web and voice platforms.

Designed multi-state authentication and fraud escalation flows supporting real-time risk response, translating live account threat states into clear, action-driven interfaces that guided users through proactive identity defense.

Led UX for LifeLock's Alexa voice integration, adapting secure account actions and fraud alert

workflows for conversational logic and designing interaction patterns where authentication and sensitive account data had to function without a visual interface.

Designed core account journeys across onboarding, subscription management, and identity protection workflows, maintaining interaction consistency across web and voice surfaces serving a large-scale consumer subscriber base.

Tools

Figma, Framer, Axure, Photoshop, Adobe After Effects

HTML, CSS, JavaScript (working proficiency)

UserTesting, Miro, FigJam, Notion

Cursor, Claude Code

Education

California State University, Northridge
Bachelor of Arts, Urban Studies & Planning, 2014

Nielsen Norman Group
UX Certification, in progress
Completed: Interaction Design, User Research Methods