

DNYANESH GORE

VP Design | Design Director | Customer Experience | Product Design

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EXECUTIVE SUMMARY

Design leader with 20+ years of experience building and scaling multidisciplinary design organisations across insurance, fintech, telecom, media and enterprise platforms. Design Leadership, Product Design, UX Strategy, Design Systems, DesignOps, UI/UX Design, Digital Marketing Design, Video Content, Digital Transformation and Customer Experience. Built and led 15+ multidisciplinary design organisation and directly partnered with executive stakeholders to deliver measurable business impact.

0:1

Built and scaled a multidisciplinary design capability

30+

Inspired UI/UX Designers, Graphics, illustrators and video production

40%

Increase in organic visitor-to-quote conversion

45%

Uplift in mobile conversion for two-wheeler insurance

LEADERSHIP EXPERIENCE

Group Portfolio Head - Design @ICICI Lombard GIC - Digital Customer Ecosystem July 2015 - @Present

Lead ICICI Lombard website, ILTC app, enterprise design strategy across Platform Management, Claims, Government Business, Banca and enterprise ecosystems.

1. Strategic Vision and Leadership

Team Leadership: Built and scaled a multidisciplinary design organisation comprising UX, Product Design, Marketing Communication, Illustration, and Video Production teams, fostering a high-performance culture with near-zero attrition while delivering consistent, customer-centric experiences
2. Interface Design

360 User Experience: Spearheaded initiatives to improve user journey and interaction on the website and apps, distribution channels, Agents & Brokers eco-system, ensuring a seamless and intuitive user experience.
3. Marketing Communication Design

Brand Consistency: Ensured all marketing materials, including CRM, banners, ads, promotional graphics, maintained brand and compliance consistency. Partnership engagement programs and events.
4. Video Content Production

Ideation to Execution: Ensured high-quality video production that effectively conveyed the desired message and resonated with the target audience.

Ⓢ **Additional Leadership Contribution**
Championed **AI-driven content creation** for digital communication and marketing
Led creative direction for enterprise partner engagement journeys and events
Led the digital onboarding workstream for the Bharti AXA company merger
Internal POSH Committee Member since 2018 – Contributed to a safe, inclusive, and respectful workplace

DESIGN QUALIFICATION

- Ⓢ Leadership & Managerial Training

ICICI Lombard - 2015 - Present
- Ⓢ Foundation in Arts

Mumbai Kala Mahavidyalaya, 2002-03
- Ⓢ Diploma in Commercial Arts

L.S. Raheja School of Arts (Worli), 2003-05

PREVIOUS EXPERIENCE

- quikr.com - Senior UI/UX Designer

Nov 2014 – Jul 2015
- Hangama Entertainments - Senior UI/UX Visualiser

May 2013 – Nov 2014
- Indigo - Leo Burnett - Senior UI Designer

Dec 2011 - May 2013
- Yes We Do Designs - Founder & CEO

May 2011 - Nov 2011
- MRR//McCann - Senior UI Designer

Aug 2010 - May 2011
- R K Swamy BBDO - Senior Visual + UI Designer

Aug 2007 - July 2010
- Intelligent Business Systems - Lead Creative

July 2006 - Feb 2008
- Primeleaf Consulting - Interactive Designer

Nov 2004 - Apr 2005

CORE COMPETENCIES

- Design Leadership • Product Design
- UX Strategy • Design Systems • DesignOps • Customer Experience • Service Design • Social Media Design
- Digital Transformation • AI-enabled Design • Creative Direction • Branding
- Stakeholder Management • Team Leadership • Video Production

CERTIFICATIONS

- Human-Computer Interaction - (IxDF)

Issued Oct 2020
- Master Digital Product Design

Issued in 2020
- Cognitive Behavioural Therapist (CCBT)

Issued Jun 2020
- Design Rules: Principles for Great UI

Issued in 2020
- Emotional Intelligence Life Coach

Issues in 2020
- Biblical and Theology studies - 2012

ABOUT ME - BEYOND DESIGN

- 🏃

Long running, cycling, and marathons.
- ⛵

Recently discovered the joy of camping under the stars.
- 👨👩👧

Proud father of a 7-year-old daughter, so I'm a LEGO enthusiast, love clay art, cooking, and kids' makeup.
- 🧑🌾

Want to attempt Ironman 70.3, trek to Everest Base Camp, and someday explore organic farming.

Curious? Let's talk.

Thanks for scrolling this far. 🙌

If you found this interesting, I'd love to take you a little deeper—walk you through my work, the principles I've stood by, the lessons that shaped me, and, of course, a few fun stories along the way.