

PEARL THOMAS

pearlthomas2000@gmail.com | +91 7758904429 | Vasai, Maharashtra, India | Portfolio: <https://pearlthomas.framer.website/>

SUMMARY

UX/UI Designer merging clinical psychology and AI workflows to build low-friction digital products. I use empathetic research to diagnose user drop-off and apply progressive disclosure to reduce cognitive load, creating interfaces that feel supportive rather than overwhelming.

RELEVANT EXPERIENCE

Psychologist and Client Delivery Manager, Manah Wellness Nov 2023 - Sept 2026

(Note: Promoted from Junior Psychologist and Executive Lead during tenure)

Service Design & Content Strategy: Co-created 'Wellbeing Champions' (Champs Pro), a flagship B2B HR training program. Reduced participant dropout rates from 50% to 20% by designing a new end-to-end service architecture and progressive learning modules.

Skills: Service Design, Information Architecture (IA), Content Strategy, Journey Mapping

Generative UX Research for Explurger App: Conducted 1:1 generative interviews to map the emotional delta and friction points between generic social media usage and niche community platforms.

Skills: Generative Research, Qualitative Interviewing, Empathy Mapping, Behavioral Synthesis

Audience-Centric Content Design: Developed customized engagement formats and content architectures tailored to diverse corporate audiences. Applied user-centered principles to design and execute highly targeted workshops and large-scale sensitization sessions.

Skills: Content Design, Persona/Audience Mapping, Workshop Facilitation, User-Centered Design (UCD)

Cross-Functional Program Management: Managed the end-to-end operations, stakeholder coordination, and quality control for complex, large-scale wellbeing events, ensuring a seamless experience from planning to execution.

Skills: Cross-Functional Collaboration, Stakeholder Management, Program Management, Quality Control

INDEPENDENT UX PROJECTS

Still (Browser Extension Concept)

Designed a digital wellbeing Chrome extension that addresses app abandonment by integrating ambient UI pacing, an intention anchor pop-up, and low-friction speed bumps directly into the user's active workflow.

Skills: Behavioral UX Strategy, UI Prototyping, Interaction Design, Visual Design

How We Feel (App Redesign)

Reduced cognitive friction in the emotional check-in workflow by redesigning 6 core screens and simplifying complex 2D tracking grids. The updated emotion categorization model was directly informed by a synthesis of over 80 user reviews.

Skills: Qualitative Research Synthesis, Cognitive Load Reduction, Mobile Design, Wireframing

EDUCATION

Master's in Clinical Psychology, R.D. National College, University of Mumbai | CGPA: 8.64 June 2021- May 2023

TECHNICAL SKILLS

- Google UX Design Professional Certificate
- Figma Advanced Certification
- Generative AI for UI/UX Certificate (IBM)
- Figma & Framer (Advanced UI/Web Development)
- AI Workflows & Prompt Engineering for Design
- HTML & CSS (Currently Learning / Front-End Basics)