Seraph Kumar

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Experience

Consulting & Graduate Studies
Senior Product Designer (Contract)   *Los Angeles, Feb 2023 - Present*
- Managing product teams for companies such as Astro Loyalty and Business Gymnast.
- Designed dashboards to track pet supply logistics, product loyalty programs, and financials.

BillGO
Senior Product Designer   *Los Angeles, Apr 2022 - Dec 2022*
- Led design of real-time bill management and payment platform in close collaboration with Capital One.
- Headed product discovery, PRDs, user research and rapid testing in partnership with PMs and specialists.
- Designed UX & UI of primary payment flows; increased user retention by 60% for Valley Bank.

Archipelago
Product Designer   *San Francisco, 2021 - 2022*
- Designed AI-driven commercial property risk platform used by clients such as Meta and Amazon.
- Improved property management user flow speed by over 100% through new information architecture.

Hawthorne
Product Designer (Contract)   *Los Angeles, 2020 - 2021*
- Led design of ad analytics platform and campaign dashboards for clients such as Apple and Equifax.
- Designed innovative data visualizations that improved reporting quality; cut client meeting times by 50%.

University Enterprises Corporation
Product Designer   *San Bernardino, 2018 - 2020*
- Innovated UX of microfluidic chips and operating software used by clients such as NASA.

Multiple Clients
Product Designer (Contract)   *San Bernardino, 2014 - 2018*
- Delivered mobile wireframes, high-fidelity mockups, rapid prototypes, and design systems for 12 startups.

Education

University of Southern California (USC)
M.S. in Product and Business

California State University San Bernardino (CSUSB)
B.S. in Bioinformatics

Skills

Accessibility, A/B Testing, Adobe Creative Cloud, Agile, B2B, Card Sorting, Competitive Analysis, Copywriting, Cross-Functional Collaboration, Design Systems, Design Thinking, Ethnography, Enterprise, Figjam, Figma, Graphic Design, Heuristic Evaluation, Human Interface, Information Architecture, Interaction Design, Material Design, Mental Models, Personas, Product Strategy, Rapid Prototyping, Responsive Design, SaaS, Storyboards, Surveys, Usability Testing, User-Centered Design, User Interface Design, User Interviews, User Journeys, User Research, Visual Design, Wireframing, Workshops