Saoumya Mandhar

Product Designer & UX Researcher

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SUMMARY

Product designer and UX researcher with 4 years of experience designing enterprise tools for engineers, IT security, and sales teams, from research through Figma prototypes and launch. Founding team member at a climate-tech startup, speaker, and workshop facilitator. Currently pursuing an MDes in Design for Emerging Technologies at UC Berkeley, focusing on human-AI interaction and trust.

EDUCATION

University of California, Berkeley | Master of Design (MDes) Aug 2026 – Expected Dec 2027
Specialization: Design for Emerging Technologies

Delhi Technological University | Bachelor of Design (BDes), inaugural cohort Aug 2018 – May 2022
CGPA 8.28/10. Coursework: Human-Centered Design Methods, Research Methods, Service Design

EXPERIENCE

Ericsson, Gurgaon | UX/UI Designer, Enterprise UX/UI Chapter Jul 2022 – Jul 2026

- Led the end-to-end redesign of Ericsson's internal firewall request tool with IT security. Research showed ad hoc users couldn't navigate it and raised incorrect requests that pushed ambiguity downstream. Post-launch surveys showed **74% of users found it easier** and **59% found it faster**; **support tickets fell 50%** within a quarter.
- Built an interactive Explainable AI (XAI) Design Toolkit covering six explainability methods, with live parameter controls and role-based views, for teams designing explainable AI features.
- Modernized a legacy sales planning tool where scoping a rollout meant manual handovers across 3+ organizations and up to 16 proposal deliverables; designed it to replace those handovers, integrated with Salesforce and other sales platforms. **Projected to speed RFP responses by 75%** and cut stakeholder effort by 30%.
- Designed a sales offer visualization tool with canvas diagramming and 3D modeling so non-expert stakeholders could read complex technical offers; built and maintained a custom Figma library extending Ericsson's design system with the canvas components it lacked. **Projected to cut proposal development time by 78%**.
- Built the tool's user feedback and metrics framework, defining what to measure, why, and which insights each metric would surface; proposed and designed an internal analytics dashboard planned for reuse across other business cases.
- Led a cross-functional volunteer team synthesizing 3,000+ employee survey responses into recommendations presented to leadership.

Ericsson, Gurgaon | UX/UI Design Intern Jul 2021 – Jun 2022

- Audited two internal design systems for component and data visualization gaps; recommended a consolidation path.

Offsetgo (Offset Global Technologies), Gurgaon | Business Design, Founding Team Member Jan 2021 – Jun 2022

- Joined the founding team of a carbon credit marketplace; ran the user research, stakeholder mapping, and market analysis behind the service model the company was incorporated on.
- Led design for a 6-person team building the MVP on the Celo blockchain: role-based flows for credit generators, buyers, and traders, listings with UN SDG impact ratings, and a document-verified token application. Won the Celo Camp Mission Aligned Award.
- Designed a corporate carbon footprint calculator covering employee, building, and inventory emissions, with an admin panel for managing client footprinting projects.
- Built the brand, pitch deck, and service blueprint; pitched a Net Zero 2030 strategy to the Government of Delhi and low-emission pathways to the Government of Puducherry. Global Student Entrepreneur Awards Delhi finalist.

RESEARCH AND PROJECTS

Digital Twin Creation System Redesign | Class Project, UC Berkeley MDes Aug 2026 – Present

- Designing how a YC-backed startup's digital twin creation system captures senior engineers' tribal knowledge and legacy-system expertise so junior engineers can build twins on their own.

Agent Veil: Trust in AI Coding Agents | UC Berkeley Sep 2026 – Present

- Building a tool that wraps a coding agent and controls how much of its process users see (reasoning, tool calls, cost, model tier) while the output stays identical.
- Designing a controlled study to test whether more visibility helps people catch planted bugs or only raises their trust, measuring defect-catch rate, appropriate reliance, and time to decision.

NMDP Donor Registration Redesign | Class Project, UC Berkeley MDes Aug 2026 – Present

- Traced registrant drop-off to a fragmented sign-up flow and a commitment few people grasp until a match calls.
- Simplifying registration and the My NMDP portal so more registrants complete sign-up and stay informed between swab and match.
- Co-developed a self-serve registration kit kiosk; designed its mascot and visuals and presented the work to department leadership.

Low-Carbon Affordable Housing, Delhi | C40 Students Reinventing Cities, team of 4 2021

- Led ethnographic research across 4 informal settlements, including door-to-door carbon footprint surveys of 504 households; synthesized findings through affinity mapping and AHP analysis into 7 ranked design attributes.
- Master-planned 1,460 low-carbon homes on 4.7 hectares with solar e-rickshaw charging, rainwater harvesting, and prefab construction. **Special Mention (2nd best entry)** from C40 Cities and the Government of Delhi.

Universal Toy Design for Children with Cerebral Palsy | Team Khoj, DTU 2020 – 2021

- Interviewed doctors and caregivers at a rehabilitation center and ran a market study; found family overprotection was often the biggest barrier to a child's independence.
- Designed a sensory-relaxation companion toy that builds therapeutic feedback into play. **National finalist at Toycathon**, Ministry of Education, Government of India.

SPEAKING, TEACHING AND MENTORSHIP

- **Speaker, UX India 2024:** enterprise design and cross-functional collaboration.
- **Workshop lead, Data Dialogues:** data storytelling, systems thinking, and qualitative synthesis.
- **Internal educator, Ericsson:** taught sessions on UX research methods, research bias, data storytelling, and articulating design decisions; facilitated design thinking workshops producing personas, journey maps, and service blueprints.
- **Intern mentor, Ericsson:** mentored two design interns (2024, 2025) through project delivery and their theses; both joined Ericsson full-time.
- **Mentor, Technovation Girls:** coached a student team through problem framing, design thinking, and pitch storytelling.

LEADERSHIP

CLIMB, Women in STEM Society, DTU | Advisory Board; Events and Collaboration Manager Oct 2020 – May 2022

- Launched Design Zen, DTU's first design conference spotlighting women leaders in tech: a two-day virtual event for 200+ students.
- Produced the Women of DTU documentary on underrepresented campus workers and a six-part research series on diversity hiring.

SKILLS AND CERTIFICATIONS

- **Design:** User flows, wireframing, interaction design, high-fidelity prototyping, design systems, data visualization, service blueprinting
- **Research:** Mixed-methods research, usability testing, user interviews, contextual inquiry, research synthesis
- **AI:** Human-AI interaction, explainable AI design, AI trust and reliance
- **Tools:** Figma, Adobe CC; **AI prototyping:** Figma Make, Claude Code, Cursor, Codex, Lovable, v0, Replit (and more)
- **Certifications:** Presentation Skills, Product Owner Foundation, Lean Six Sigma Yellow Belt