

Saloni Naik

saloninaik.com | (331) 806-9440 | saloni13naik@gmail.com | San Jose, CA | linkedin.com/in/saloni-naik

Summary

Product Designer with 5+ years designing end-to-end products for regulated systems across healthcare, fintech, and enterprise SaaS. I take complex problems from discovery and information architecture through high-fidelity execution and testing, working closely with product, engineering, and compliance. My work makes high-stakes decisions clearer and more accessible for users, and it has produced measurable gains in efficiency, adoption, and conversion.

Experience

Product Designer II, Humana Inc – Remote, USA

Dec 2025 – Present

- Improved organization-wide design system consistency by leading discovery workshops to identify and standardize reusable components.
- Redesigned the medication overview experience for Annual Enrollment Period changes, helping members better understand benefit updates while supporting a projected 30% reduction in support call volume.
- Increased prescription refill completion by 23% by redesigning the refill flow, giving 30K+ members greater autonomy over their medications.

Product Designer, Salesforce – Indianapolis, USA

Sep 2024 – May 2025

- Led a team of 2 UX researchers and designers to design and validate AI/ML personalization features for Trailhead's 3M+ users, projected to increase course completion rates by 15%.
- Designed Agentforce AI search experience, improving content discovery by 43% through AI-driven personalization.

Product Designer – Summer Intern, Bank of Montreal – Chicago, USA

Jun 2024 – Oct 2024

- Redesigned BMO's mobile onboarding to build trust and reduce friction in a regulated banking flow, driving a 20% reduction in drop-offs and a 30% lift in initial account funding.
- Aligned BMO's US design system with Canadian guidelines, creating a consistent experience across regions and speeding up development.

UX Researcher, Indiana University – Indianapolis, USA

Aug 2023 – May 2025

- Researched workflows with Indiana University Hospital staff and designed a clinical data simulation dashboard that improved data interpretation efficiency by over 50%.
- Led exploratory and evaluative XR research that shaped immersive interaction models and increased university adoption by 40%.

Product Designer, DISH Network – Bengaluru, India

Jun 2022 – Jul 2023

- Owned the redesign of a live TV player used by 10K+ viewers, simplifying channel and content discovery and reducing task completion time for 70% of users.
- Drove WCAG accessibility audits across hospitality TV platforms, contributing to HTNG Technovation Award recognition.

Product Designer Intern, REKA Studio – Kuala Lumpur, Malaysia

Dec 2021 – May 2022

- Designed a security management system from scratch for apartment complexes, streamlining guard scheduling and duty assignments to speed up incident response by 30%.
- Defined the end-to-end UX strategy for a spatial intelligence dashboard that helps marketing teams make faster, data-driven decisions about where and how to reach their audiences.

Product Designer – Part Time, Freelance – India

Jan 2021 – Jul 2023

- Designed enterprise SaaS products for international clients, adapting research, prototyping, and A/B testing to the needs of each market.
- Designed one of Kuala Lumpur's first cat grooming and booking apps, using product strategy to streamline digital booking and in-person grooming operations and grow the customer base by up to 26%.

Skills

Research: Usability Testing, User Interviews, Task Analysis, Journey Mapping, Information Architecture, Heuristic Evaluation, Competitive Analysis, A/B Testing, Diary Studies, JTBD, Persona Development, Accessibility Evaluation.

Design: Interaction Design, Visual Design, Wireframing, Prototyping, Design Systems, Strategic Thinking, Information Architecture, User Flows, Journey Mapping, Responsive Design, Accessibility (WCAG), Design Documentation.

Software/Tools: Figma, FigJam, Maze, ProtoPie, Lovable, Adobe Creative Suite, Jira, Storybook, HTML, CSS, React, Cursor.

Education

M.S. in Human Computer Interaction – Indiana University-Purdue University, USA

May 2025

Bachelor's in Industrial & Product Design – GLS Institute of Design, India

May 2022