

Saloni Naik

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Summary

Product Designer with 5+ years of experience designing AI-powered and enterprise products in regulated industries, including healthcare and fintech. Specializes in turning complex, compliance-heavy workflows into clear, trustworthy experiences, working within HIPAA, financial, and accessibility requirements without sacrificing usability. Combines user research, product thinking, and interaction design with design systems expertise, and partners closely with product, engineering, research, and compliance teams to ship end to end.

Experience

Product Designer II | Humana Inc – Remote, USA Dec 2025 – Present

- Lead pharmacy experiences and redesigned the medication overview for Annual Enrollment Period changes, clarifying benefit updates for members and supporting a 30% reduction in support call volume.
- Increased prescription refill completion by 23% by simplifying the refill flow and helping members manage medications independently within regulated healthcare requirements.
- Drove design system consistency by facilitating workshops that standardized reusable components.

Product Designer | Salesforce – Indianapolis, USA Sep 2024 – May 2025

- Boosted content discovery speed 43% by designing Agentforce AI search for Trailhead, serving 3M+ learners.
- Aligned researchers, PMs, and SMEs on AI/ML personalization, validating concepts and turning findings into product decisions as a part of Capstone collaboration.
- Designed personalized learning paths and post-completion recommendations that kept learners moving with no dead ends, contributing to a 15% lift in course completion.

Product Designer, Summer Intern | Bank of Montreal – Chicago, USA Jun 2024 – Oct 2024

- Increased initial account funding by 30% through a simpler, more trustworthy onboarding experience.
- Designed a reassurance flow before verification, reducing onboarding drop-offs by 20%.
- Unified US and Canadian design standards, strengthening design system consistency across markets.

Research Assistant | Indiana University – Indianapolis, USA Aug 2023 – May 2025

- Turned clinical staff workflows into a data simulation dashboard, making data interpretation 50% more efficient.
- Led XR research to bring immersive learning into classrooms, contributing to a 28% increase in faculty adoption.

Product Designer | DISH Network – Bengaluru, India Jun 2022 – Jul 2023

- Owned the 10-foot redesign of a live TV player used by 10K+ viewers as the sole designer.
- Simplified channel and content discovery with remote-first navigation, reducing task completion time for 70% of users.
- Led accessibility audits and redesigned hospitality TV experiences from the findings, earning HTNG Technovation Award semifinalist recognition.

Product Designer Intern | REKA Studio – Kuala Lumpur, Malaysia Dec 2021 – May 2022

- Designed a mobile security management system from scratch, streamlining guard workflows on the go and improving incident response time by 30%.
- Defined UX strategy and designed a spatial intelligence dashboard that turned location data into audience targeting and location planning decisions.

Product Designer – Part Time | Freelance – India Jan 2021 – Nov 2021

- Designed enterprise SaaS products from research through prototyping, validating design decisions with A/B testing.
- Designed one of Kuala Lumpur's first cat grooming apps, growing 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 Audit.

Design: Interaction Design, Visual Design, Wireframing, Prototyping, Motion Design, Design Systems, Product Strategy, User Flows, Responsive Design, Multi-Platform Design (Web, iOS, 10-Foot/TV, XR), Accessibility (WCAG 2.1 AA), AI/Agentic Experience Design, Conversational Design, Regulated-Industry Design (HIPAA, FinTech), Cross-Functional Leadership, Design Documentation.

Software/Tools: Figma, FigJam, Maze, ProtoPie, Framer, Lovable, Cursor, Prompt Engineering, Adobe Creative Suite, Jira, Storybook, HTML, CSS, React, Claude code, codex.

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