

CHIRAG THAKAR

Senior Product Designer | UX/UI Design Lead

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PROFESSIONAL SUMMARY

Senior Product and UX Designer with 10 years of design experience, including 6+ years across complex web, mobile and enterprise products. Lead a 5-member design team across roughly 10 client projects each month while staying hands-on in product discovery, user flows, information architecture, prototyping, usability testing, design systems, developer handoff and design QA. Experienced in healthcare SaaS, field service/IoT, eCommerce and B2B platforms, partnering with engineering and international stakeholders to simplify complex workflows and ship scalable product experiences.

CORE EXPERTISE

Product Design: End-to-End Product Design, Product Thinking, Complex Workflows, Web & Mobile, Enterprise UX
UX Research & Architecture: User Research, User Flows, Journey Mapping, Information Architecture, Usability Testing
Design Systems: Figma Components, Variables, Tokens, Libraries, Documentation, Governance, Accessibility (WCAG)
Leadership: Design Leadership, Team Mentoring, Design Critique, Stakeholder Management, Client Communication, Cross-functional Collaboration
Prototyping & Delivery: Figma, Wireframing, High-Fidelity Prototyping, Interaction Design, Developer Handoff, Design QA

PROFESSIONAL EXPERIENCE

Lead Graphic & Motion Graphic Designer | Product Design Lead (UI/UX)

Biztech Consulting & Solutions, Ahmedabad | Mar 2025 - Present

- Introduced AI-supported design workflows to shorten production turnaround while keeping designer-led evaluation and quality control.
- Lead a 5-member design team across roughly 10 client projects each month, setting design direction, reviewing quality and mentoring designers while continuing to own high-priority product UX work.
- Drive end-to-end product design from problem definition and user research through information architecture, prototyping, usability validation, developer handoff and final design QA.
- Manage reusable component libraries, design tokens and documentation used across multiple client products, improving consistency and reducing repeated design work.
- Present design decisions to international client stakeholders and partner closely with engineering to balance user needs, business requirements and implementation constraints.

Sr. Motion Graphics & Graphics Designer - Senior UI/UX Designer, Client Products

Biztech Consulting & Solutions, Ahmedabad | Mar 2020 - Feb 2025

- Designed enterprise and customer-facing products across field service, eCommerce, real estate, travel and influencer marketing for clients in India and overseas.
- Created responsive web and mobile experiences, reusable UI patterns, user flows and interactive prototypes, and established design-quality standards that became reusable templates for the wider team.
- Combined product UI/UX with visual and motion design when products needed stronger interaction, communication or launch support.

Motion Graphics & Graphics Designer

Biztech Consulting & Solutions, Ahmedabad | Mar 2019 - Mar 2020

- Produced 60+ product explainers and 3D animations for client products, translating complex concepts into clear visual stories.

Motion Graphics Artist

Cooldown Motion Pictures, Ahmedabad | Apr 2016 - Dec 2018

- Created motion graphics, brand videos and compositing across 55+ client projects, building a strong foundation in visual communication before moving deeper into product and UX design.

SELECTED PRODUCT EXPERIENCE

opsCTRL - Field Service & IoT Platform for Water Utilities, Canada | opsctrl.com

Senior UI/UX Designer | 3 years | Mobile + Web

- Redesigned the field-technician mobile app for iOS and Android, including offline workflows, in-field usability and integration with the main cloud platform.
- Mapped key user journeys, removed workflow bottlenecks, reorganised the information architecture and redesigned the operations dashboard around live alarm and asset data, making critical field information easier to scan and act on.

Dynamic Physical Therapy - Healthcare SaaS, USA

Senior UI/UX Designer | Clinic management platform

- Designed role-based workflows for clinic administrators, therapists, front-desk staff and patients within one complex platform.
- Simplified insurance authorisation, visit limits, claims, denials, statements, EDI 835 processing, scheduling, patient intake, waitlists, Stripe payments and therapist-note workflows, giving non-specialist users clearer context for complex billing and clinical tasks.

Neybor - Coliving & Furnished Rental Platform, Belgium | www.neybor.co

Senior UI/UX Designer | Responsive Web Product

- Redesigned the rental and coliving experience from wireframes through high-fidelity interactive prototypes across desktop, tablet and mobile.
- Simplified property discovery, listing exploration and booking journeys while improving navigation and information hierarchy; built reusable components to strengthen responsive consistency and design-to-development handoff.

InfluApp - Influencer Marketing Platform, Spain | influapp.es

Senior UI/UX Designer | Two-sided Marketplace

- Improved a two-sided platform serving brands and influencers, with a focus on campaign creation, campaign management and clearer navigation.
- Reworked core user flows and information structure to reduce complexity across campaign setup and day-to-day use, creating a more consistent experience for both brands and influencers.

ADDITIONAL PRODUCT EXPERIENCE

- PrintXPand - Web-to-Print SaaS & Product Customisation Platform: Redesigned product configuration and print-ordering journeys from discovery through checkout for first-time and professional users, contributing to increased orders and fewer support questions.
- Labelwala - Product Website & Quote Tools, India: Designed and built a live 133-page product platform with reusable components, price calculator, quote tools, SEO structure and front-end implementation.
- SF Cable - Wholesale Electronics eCommerce, USA: Storefront and category UX for 100+ subcategories, supporting retail checkout, bulk quick-order and B2B quote-request flows.

ADDITIONAL CAPABILITIES

Figma, ProtoPie, Adobe XD, Sketch, Photoshop, Illustrator, After Effects, Blender, Cinema 4D, CLO 3D, HTML, CSS, Tailwind CSS, Astro, Angular, PrimeNG, Supabase, Git, Jira, Magento, Cloudflare Pages, AI-assisted design workflows (Claude, ChatGPT, Gemini, Figma AI / Figma Make)

EDUCATION

Master of Arts (MA), Sanskrit Grammar | Somnath Sanskrit University | 2017 - 2019

Bachelor of Arts (BA), Sanskrit Grammar | Somnath Sanskrit University | 2014 - 2017