

SUMIT VERMA

UI/UX & Product Designer | Complex Workflows | MVP Products

sumit25101996verma@gmail.com • +91-7570816769 • linkedin.com/in/sumitvermaresume • Lucknow, India

Portfolio: sumitverma25.github.io/Portfolio

PROFESSIONAL SUMMARY

Results-driven UI/UX and Product Designer with 3+ years of experience designing complex fintech products from the ground up. Made a deliberate transition into UX from data systems and healthcare operations, driven by the belief that design is where analytical thinking and human empathy intersect most powerfully. Proven ability to function as the sole designer within cross-functional engineering teams, owning end-to-end design across merchant onboarding, payment flows, dashboards, and security controls. Now seeking to apply cross-domain, systems-level design thinking to new industries and more challenging design problems.

PROFESSIONAL EXPERIENCE

UI/UX Designer | **Aurionpro Solutions** | Navi Mumbai *May 2022 – Present*

- Served as the only dedicated product designer in a cross-functional team of engineers and product managers; owned end-to-end design for the merchant portal, admin dashboard, onboarding tools, chargebacks, payouts, and security controls including IP blocking and whitelisting.
- Redesigned payment forms through heuristic evaluation, competitive benchmarking against Razorpay, Stripe, and Cashfree, and moderated usability testing — validated through 3 rounds of iterative refinement.
- Conducted a developer and stakeholder poll (Material Design vs. Bootstrap) to build consensus on a framework migration; Bootstrap was selected with Razorpay's Blade design system as visual inspiration, maintaining compatibility with Angular and performance constraints.
- Embedded in engineering sprints, delivering HTML/CSS specs and interaction logic that eliminated one full revision cycle per feature.
- Used Lovable to rapid-prototype concepts for stakeholder validation before committing to development cycles, reducing wasted engineering effort on unvalidated ideas.

MySQL Administrator | **Trigent Software Pvt. Ltd.** | Bengaluru *Apr 2021 – Apr 2022*

- Managed MySQL databases and translated complex data structures into actionable insights to support data-driven business decisions.

UX Analyst | **R1 RCM** | Gurugram *Jun 2019 – Mar 2021*

- Redesigned the Accounts Receivable (AR) portal to improve user experience across billing, payment processing, and cash collection — improving cash flow, streamlining reconciliation, reducing overdue balances, and strengthening client relationships through greater accuracy.

SELECTED WORK

Merchant Payment Form Redesign — *Improved Accessibility and Usability with Enhanced UI*

Audited the existing Semantic UI implementation for accessibility, usability, and heuristic failures. Conducted a developer and stakeholder poll to align on a framework; Bootstrap was selected over Material Design. Migrated the entire payment form to Bootstrap, using Razorpay's Blade design system as visual inspiration while staying within Angular and performance constraints.

Unified Payments & Payouts Portal — *Enabled Seamless Management of Collections and Payouts from One System*

Designed a new feature enabling merchants onboarded for payouts to access vendor management, beneficiary account management, transaction types, processor configurations, and payout disbursement directly through a unified portal.

Customer Dispute Portal — *Enabled Seamless Management of Transaction-Related Concerns*

Designed a secure self-service portal enabling customers to view transactions in real time, identify suspicious activity, and raise fraud or transaction-related concerns through a simple digital experience.

Chargeback & Dispute Management — *Improved Dispute Visibility, Streamlined Resolution Workflows, and Reduced Manual Effort*

Designed a platform for merchants and admin teams to manage chargeback cases, track documentation, handle auto-chargebacks, generate reports, and monitor disputes through role-based dashboards.

Unified Onboarding System — *Improved Automation for Sales and Operations Teams, Reducing Manual Work*

Led the design of a centralized onboarding platform for payment gateway merchants, simplifying signup, KYC, document collection, and approval workflows to improve completion rates, reduce operational dependency, and accelerate merchant go-live timelines.

Revenue Cycle Management Portal Redesign — *Improved Claim Processing Efficiency*

Applied cockpit interface principles to reorganize information hierarchy and surface critical actions; validated through heuristic review and stakeholder walkthroughs.

SKILLS

Design: Wireframing • Prototyping • Heuristic Evaluation • Usability Testing • User Interviews • Competitive Analysis • A/B Testing • Design Systems • Sprint Planning • Stakeholder Management

Tools: Figma • UX Pilot (AI Design) • Lovable • Miro • Jira • HTML • CSS • JavaScript

EDUCATION

B.Tech – Computer Science Engineering *Dr. A.P.J. Abdul Kalam Technical University | 2015 – 2019*