Sandeep Singh Yadav

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PROFILE

UI/UX Designer with 14+ years of experience crafting intuitive, AI-driven design solutions across B2B, SaaS, Fintech and Social Housing domains.

EXPERIENCE

MRI Software Pvt. Ltd – **Senior UI/U X Designer** | Dec 2024 – Present | Bangalore, India

Housing Real State

● Designed **Agora**,an AI-powered interface, to unify user experience across multiple products.

● Applied UX process (research, wireframing, prototyping, testing) to streamline complex workflows for housing stakeholders.

● Actively resolved UI/UX issues based on findings from user testing sessions, improving accessibility and user satisfaction metrics.

● Built a scalable design system for MRI's Social Housing platform, improving consistency and cross-product alignment.

Tools & Skills: Figma, Miro, google analytics, Adobe Photoshop and illustrator

Capita Pvt. Ltd - **Senior UI/UX Designer** | Aug 2017 – 2024 | Bangalore, India | *B2B Product*

Project 1: One Housing Web Platform

● Played a key role in transitioning clients from legacy Windows-based applications to a modern web-based One Housing.

● Led UI/UX design from discovery to delivery, contributing to successful go-live and onboarding of multiple new clients.

● Collaborated with stakeholders to optimize the user journey, ensuring a smooth migration and improved customer satisfaction.

● I have applied human-centered interaction principles to ensure accessibility, usability, and responsiveness.

● Led UI/UX redesign of Self-Service Portal, increasing tenant engagement by 40% and reducing support tickets by 45%.

Tools & Skills: Figma, Adobe XD, Miro, Google analytics, Adobe Photoshop and illustrator | HTML 5, CSS3

Project 2 : Self Service Portal -Senior UI/UX Designer|B2B Product | *Aug 2017 – 2024 | Bangalore, India*

● Led end-to- end UX design for a cloud-native Self-Service Portal, replacing a legacy system and delivering a modern, mobile-first experience for thousands of social housing tenants.

● Increased tenant engagement by 40% and reduced support tickets by 45% through intuitive interface design, accessibility improvements, and responsive user journeys.

● Conducted in-depth user research and usability testing, translating insights into actionable design decisions that directly improved task completion and customer satisfaction.

● Collaborated cross-functionally with product, development, QA, and business teams, ensuring alignment between user needs , technical feasibility, and business goals throughout the redesign and launch.

Tools & Skills: Justin mind, Adobe XD, Miro, google analytics, Adobe Photoshop and illustrator

Skills & Tools

Methods: Data analysis, User Research, Problem solving, Information Architecture, Usability Testing, Interaction Design, Wireframing, Prototyping, A/BTesting, Accessibility(WCAG),DesignSystems,Human-CenteredDesign, Design Thinking, UX Strategy, UI Frameworks, Cross-functional Collaboration, Stakeholder Workshops,interaction design principles.

Design Tools: Figma, Sketch, Adobe XD, Justin-mind, Maze, Photoshop, Illustrator

Research Tools: Maze, Google Analytics, Miro

AI Tools: Gamma, Perplexity

Work History

MRI Software Pvt. Ltd — *Senior UIUX Designer - [Dec 2024 - Jun 2025]*

Capita Pvt. Ltd — *Senior Product Designer - [Aug 2017 - Nov 2024]*

Infosys Pvt. Ltd — *Process Specialist - [May 2014 - June 2017]*

Proton Expert Systems & Solutions Pvt. Ltd — *Web Designer- [Sep 2013 - March 2014]*

Skywaves Pvt. Ltd. — *Software Engineer - [March 2011 - July 2013]*

Education

M.Sc. in Information Technology — *C.V. Raman University - 2011-2013*

PGDCA — *C.V. Raman University - 2010-2012*

Bachelor of Arts (B.A.) — *University of Allahabad - 207-2010*

Certifications

Create High-Fidelity Designs and Prototypes in Figma — *Google*

Managing Project Stakeholders — *LinkedIn Learning*

Career Essentials in Generative AI — *Microsoft & LinkedIn*

Foundation of User Experience — *LinkedIn Learning*

Figma UI/UX Design Certification — *GrowthSchool*

Languages

English and Hindi