

Rishika Malviya

Lead Product Designer | UX Lead | Enterprise & FinTech

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Professional Summary

Lead Product Designer with 15+ years of experience in software engineering and digital product development, including 10+ years specializing in UX and Product Design across FinTech, Banking, Healthcare, and Enterprise SaaS applications. Experienced in leading end-to-end product design, UX strategy, application modernization, accessibility compliance, design systems, and cross-functional collaboration. Proven track record of transforming complex business workflows into intuitive user experiences while partnering with product, engineering, and business stakeholders to deliver measurable business value. Certified Human Factors International – Certified Usability Analyst (HFI-CUA).

Core Competencies

- Product Discovery, Product Design & UX Strategy
- Enterprise Application Modernization
- UX Research, Usability Testing, Heuristic Evaluation, UX Audits & Accessibility (WCAG)
- Information Architecture
- User Flows & Journey Mapping, Wireframing & Prototyping
- Design Systems
- Stakeholder Management and Cross-functional Collaboration
- Team Leadership & Mentoring, Project Estimation & Planning
- AI-Assisted Design & Development

AI Skills: • Figma Make • Generative AI • AI-assisted UX Research • AI Prototyping • Human-AI Interaction • GitHub Copilot • ChatGPT

FIS Global | Lead User Experience Designer (Nov 2021 – Present)

- Led UX strategy and design governance for the **EPIC enterprise platform**, delivering consistent user experiences across **20+ integrated banking, automation, compliance, and analytics applications**.
- Conducted UX audits, heuristic evaluations, accessibility (WCAG) reviews, and usability assessments to improve operational efficiency and user satisfaction.
- Designed user journeys, wireframes, prototypes, and interaction patterns while driving adoption of the **FIS RUF Design System**.
- Collaborated with Product Managers, Business Analysts, Architects, SMEs, and Engineering teams to modernize legacy enterprise applications
- Mentored designers and supported front-end implementation using **HTML5, CSS3, Bootstrap, and Angular**.

Key Projects:

EPIC Core – Modernized enterprise financial workflows.

IntelHub – Improved information architecture and workflow efficiency.

PREBOT – Designed AI-assisted operational workflows.

iAutomate – Optimized automation-focused user journeys.

ABO – Improved usability through heuristic evaluation and accessibility reviews.

E-Zest Solution | Lead UX Designer (July 2021 – Nov 2021)

- Gathered business requirements and redesigned legacy enterprise applications.
- Collaborated with stakeholders and developers to deliver production-ready solutions.

Project: American Bureau of Shipping (ABS)

Freelancing – Ken42 (Nov 2019 – June 2021)

- Designed responsive web and mobile experiences.
- Conducted UX research, user flows, wireframes, prototypes, and UI design.
- Improved customer journeys for education platforms.

Verificient Solutions | Senior UX Designer (July 2019 - Nov 2019)

- Worked on RemoteDesk and Proctortrack.
- Translated business needs into user-focused solutions.
- Created wireframes, prototypes, and UI specifications.

Infosys | Senior UI Developer (June 2019 - May 2019)

- Led UI/UX modernization initiatives across Banking, Telecom, Healthcare, and Education.
- Gathered requirements and designed user-centered experiences.
- Migrated legacy applications to Angular.
- Collaborated with Westpac, Wells Fargo, COX, Telstra, and CECV.
- Developed responsive interfaces using HTML5, CSS3, Bootstrap, and Angular.

HMX Media Multimedia Pvt. Ltd. | Sep 2007 - June 2012

- 3D Modeling, Light and Texture Artist

Skills

Design: Figma, FigJam, Figma Make, Adobe XD, Photoshop, Illustrator, Axure RP, Balsamiq

UX Methods: User Research, Personas, Journey Mapping, IA, User Flows, Wireframes, Prototypes, Usability Testing, Heuristic Evaluation, Design Systems

AI: ChatGPT, GitHub Copilot, Figma Make

Industry Experience

Financial Services, Banking, Enterprise Software, Healthcare, Media, Publishing, Pharmaceuticals, Facilities Management, Architecture & Construction

Education & Certifications

Bachelor of Commerce – Barkatullah University

Master of Arts – Barkatullah University

HFI Certified Usability Analyst (CUA)

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