

Akshay Suryanarayanan

User Experience Designer | Enterprise UX | AI-Enhanced UX Design

Portfolio | Behance | LinkedIn | Instagram | akshaysurya4915@gmail.com | 9585082140 | Coimbatore

PROFESSIONAL SUMMARY

User Experience Designer with 5+ years of experience designing enterprise applications and digital products for the travel, transportation, logistics, and hospitality industries. Experienced in leveraging Generative AI to enhance UX research, ideation, content creation, prototyping, and design workflows. Skilled at transforming complex business requirements into intuitive, user-centered experiences through research, design thinking, and cross-functional collaboration.

EXPERIENCE

TATA CONSULTANCY SERVICE | UX DESIGNER

Jul 2021- Present | Coimbatore, India

- Designed internal web applications and business presentation for the British Telecom project, translating business requirements into intuitive experiences.
- Designed enterprise web and mobile applications used by airline, railway and logistics customers, improving workflow efficiency and simplifying complex servicing experiences.
- Integrated Generative AI into UX workflows to accelerate research, ideation and prototyping, reducing design exploration time.
- Have always been a self-learner in updating my knowledge and skills according to industry demand and needs.
- Partnered with product owners, business analysts and engineering teams to deliver enterprise-scale UX solutions.
- Contributed to 3 successful RFP wins by creating 50+ UX proof-of-concepts and 500+ business presentations, prototypes, and design assets for enterprise customer engagements.
- Selected to represent TCS at an onsite customer workshop with SBB, Switzerland, collaborating with client stakeholders, business consultants, and developers throughout the UX design process
- Collaborated and worked with various customers / account team to cater for the solution according to their needs.
- Rapid prototyping for customer requirements | During customer Visit showcasing TCS UI / UX capabilities | Presenting solution to Customer and Technical team | Presenting ideas to both business and technical audiences.
- Conducted an internal workshop on professional business presentation design.

WORKSHOPS & ONSITE ENGAGEMENTS

- Schweizerische Bundesbahnen (SBB)
Bern, Switzerland
- Amadeus | Bengaluru, India
- Jazeera Airways | Chennai, India

CERTIFICATIONS

- GUVI ,IITM Research Park
UI/UX Professional Course
- User Experience Design for GEN AI
- Storytelling for designers
- User Experience : Wings1
UX & Visual Design

EDUCATION

- Master of Business Administration
System design & Marketing.
Bharathiar University
July 2026 | Coimbatore
- Bachelor of Science
Information Technology
Sri Krishna Arts and Science College
Apr 2021 | CGPA 8.1 | Coimbatore

LANGUAGE

- English - Speak | Read | Write
- Malayalam - Speak
- Tamil - Speak | Read | Write
- Kannada - Basic Proficiency

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LEADERSHIP & OWNERSHIP

- Led and reviewed the work of 2 junior UX designers, translating user stories into design tasks and ensuring high-quality design deliverables.
- Owned the end-to-end UX design for the Service Centre UI and Sustainable Aviation Challenge (TAC) platform, independently managing the complete design lifecycle from business requirement analysis and user flows to high-fidelity designs, stakeholder validation, and developer handoff.

KEY PROJECTS & INNOVATION INITIATIVES

- Designed the AI Travel Blueprint Genz experience application, an AI-assisted travel planning experience with personalized user journeys and interactive prototypes.
- Designed innovative concepts including In-Flight Experience (XREAL Glass) and Digital Twin dashboards to enhance passenger experiences and operational visibility.
- Designed Platform Engineering and Business Operations (BizOps) dashboards, enabling efficient access to engineering assets, operational metrics, and business insights.
- Created multiple UX concepts and prototypes across aviation, railways, transportation, and logistics, including route optimization and same-day delivery solutions for customer engagements and RFPs.

LIVE PRODUCTS

- Designed the Service Centre application for airline agents, aligned with the Amadeus Design System and enterprise workflows - Release 1 Delivered
- Redesigned the Aviation Challenges platform, improving information architecture, navigation, and overall user experience - Successfully Launched

TOOLS & TECHNOLOGY

- **Design:** Figma, Adobe XD, Canva, Illustrator (Basics), After Effects (Basics), Jitter,
- **Collaboration & Project Management:** Miro, Jira, Microsoft O365, Google chat
- **AI Tools:** Claude, ChatGPT, Gemini, Microsoft Copilot, Google Stitch, Lovable, Banani, Adobe Firefly

AWARDS

- On the Spot Award
Feb 2025 | TCS
- Special Initiative Award
Feb & Sep 2025 | TCS
- Service & Commitment Award
Jul 2024 | Jul 2026 | TCS
- Innovista Top Seeds
Mar 2024 | TCS
- Innovista Sparkle
Mar 2024 | TCS

UX SKILLS

- User Research
- Wireframing / Prototyping
- Accessibility / Usability
- Design Thinking
- Design System
- Responsive Design
- Visual Design

AI EXPERTISE

- Generative AI for UX
- AI-Assisted Research
- AI-Powered Ideation
- AI-Assisted Content Creation
- Rapid Design Exploration

SOFT SKILLS

- Empathy
- Collaboration
- Story Telling
- Stakeholder Management