AKSHAY SURYANARAYANAN

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

UX Designer with 5+ years of experience designing enterprise products for airlines, railways, and logistics clients. I own the end-to-end design lifecycle from requirements and user flows to high-fidelity design and developer handoff, and I use Generative AI to speed up research and prototyping. My concept work contributed to 3 RFP wins.

WORK EXPERIENCE

Tata Consultancy Services (TCS) | UX Designer
JUL 2021 – PRESENT

- Owned end-to-end UX for the Service Centre application used by airline agents, built on the Amadeus Design System: from requirement analysis and user flows to hi-fi design, stakeholder validation, and developer handoff. Designed **4 core flows** across **100+ screens**, covered **5+ edge cases**, and streamlined the booking journey to **4 main clicks**. Release 1 shipped.
- Redesigned the Aviation Challenge (TAC) platform's information architecture, navigation, and user flows, enabling **22 airlines** to participate in sustainability events and challenges.
- Created **50+ UX proofs-of-concept** and **500+ prototypes**, presentations, and design assets across aviation, railways, transportation, and logistics, contributing to **3 RFP wins**. Screens for one RFP were credited by the engagement manager with setting TCS apart from competitors.
- Selected to represent TCS at the **SBB workshop** in Bern, Switzerland, collaborating with client stakeholders, business consultants, and developers across the design process. Also delivered workshops with **Amadeus (Bengaluru)** and **Jazeera Airways** (Chennai) and conducted an internal workshop on professional business presentation design.
- Led and reviewed the work of **2 junior designers**, translating user stories into design tasks and holding deliverables to a consistent quality bar.
- Integrated Generative AI into UX workflows for content creation, visual exploration, ideation, wireframing, and prototyping, accelerating concept development.
- Partnered with product owners, business analysts, and engineering teams to deliver enterprise-scale UX solutions; also designed internal web applications and business presentations for the British Telecom project.
- **Additional UX Concepts:** Digital Twin, Mishandled Baggage, BizOps Dashboard, AI-Assisted GenZ Travel Booking, XREAL In-Flight Experience, and Route Optimization.

SKILLS

UX: User research, wireframing and prototyping, design systems, accessibility and usability, design thinking, responsive design, visual design | **Tools:** Figma, Miro, Jira, Canva, Jitter, Adobe Creative Cloud.
AI in design: Claude, ChatGPT, Gemini, Google Stitch, Lovable, Figma Make, Adobe Firefly.

EDUCATION

MBA, Systems Design & Marketing: Bharathiar University, Coimbatore (2026)
B.Sc. Information Technology: Sri Krishna Arts and Science College, Coimbatore (2021), CGPA 8.1

AWARDS & CERTIFICATIONS

TCS Special Initiative Award (Feb & Sep 2025), On the Spot Award (Feb 2025), Innovista Top Seeds and Sparkle (Mar 2024).
Certifications: UX Design for GenAI; Storytelling for Designers; GUVI/IITM Research Park UI/UX Professional Course, User Experience: Wings1 — UX & Visual Design.