

Alakananda Thurlapati

Senior Product Designer | AI & Human-Centered Design

[Portfolio Link](#) | (510)361-1705 | alka.uxui@gmail.com

Senior UX leader with 7+ years of experience designing AI-powered SaaS products, enterprise platforms, and consumer apps. Specializes in Human-AI Interaction, predictive analytics UX, and decision-support design. Proven success driving measurable outcomes, including 20% retention gains and 15% efficiency improvements. Adept at translating research insights into AI-driven experiences and scalable design systems that bridge business goals with user needs.

WORK EXPERIENCE

Sapphire Software Solutions

UX Designer

Remote

Aug 2024 - Present

Designed for an AI-powered restaurant management platform for mid-to-large restaurants. Integrated (LLMs, mixed-initiative interaction, and chatbot) UX to improve decision-making across inventory, staffing, and guest services.

- Multimodal chatbot interface: Reduced manager query resolution time by 62% (inventory, scheduling, guest issues).
- Simulated shift allocations with a generative staffing assistant, cutting overstaffing by 20% in scenarios.
- Ran studies with 12 hospitality professionals, achieving 85% task success and 8.6/10 satisfaction.
- Embedded logical summaries and override options to mitigate algorithm aversion for trust & transparency
- Authored an Ethics & Society Review (ESR) on labor transparency, data privacy, and equitable scheduling

TradeUp Exchange Corp.

UX/UI Designer

Beverly Hills, CA

Aug 2023 - Aug 2024

Designed for an e-commerce collectibles platform, applying analytics and UX research to drive customer retention and engagement.

- Designed a loyalty experience that improved retention by 20%, blending behavioral insights with competitive research.
- Used Mixpanel, Tableau, and Google Analytics to identify funnel drop-offs; redesigned navigation to reduce abandonment by 10%.
- Led A/B testing, benchmarking, and journey analysis to refine onboarding flows and optimize feature adoption.
- Delivered IA, wireframes, and flows for collectible categories; informed product roadmap by aligning research insights with stakeholder goals.

K R mroads Pvt. Ltd.

UI/UX Designer

India

Sept 2020 - July 2021

Sole UX lead for enterprise and government clients, designing mission-critical SaaS systems across supply chain and talent management.

- Designed a bilingual, multi-role seed-to-sale platform, reducing user errors by 40% through contextual inquiry and information architecture refinement for the agriculture supply chain SaaS
- Coordinated with PMs, business analysts, and developers to integrate role-based access control flows and improve workflow scalability.
- Designed a personality assessment module for a talent management SaaS (panna.ai), contributing to client delivery and future expansion.
- Created pitch decks, POCs, and style guides that strengthened investor engagement and ensured design system consistency.

Younify Applications Pvt. Ltd.

Founding Designer

India

May 2017 - August 2020

First UX hire at a student-focused media startup, owning research, design, and product management responsibilities.

- Conducted interviews, competitive analysis, IA, wireframes, and UI design for an audio-first app and took end-to-end ownership.
- Led feature innovation by introducing podcasts, offline access, and trailers, boosting retention by 25%.
- Exhibited cross-functional leadership and acted as interim product manager, writing stories and coordinating dev delivery.
- Contributed to team growth and mentored 2 interns; established the startup's first design system and documentation process.

EDUCATION

California State University, Eastbay

Master of Arts in Interaction Design and Interactive Media Art/Masters

Hayward, CA

Gandhi Institute of Technology and Management

Bachelor of Arts, Sociology

Vishakhapatnam, India

SKILLS

- AI & UX: Human-AI Design, Multimodal Interfaces, Prompt Engineering, Generative Agents, Decision-Support UX, AI Ethics
- Design: Figma, Sketch, Adobe CC, Zeplin, Marvel, UXpin, Design Systems (Atomic, Material), Prototyping, Information Architecture, Accessibility (WCAG)
- Research & Strategy: Mixed-Methods Research, Usability Testing (moderated/unmoderated), A/B Testing, Journey Mapping, Product Discovery
- Analytics & Testing: Mixpanel, Maze, Typeform, Tableau, Google Analytics
- Collaboration: Miro, FigJam, Agile UX, Cross-Functional Leadership, Stakeholder Management

CERTIFICATIONS

UI/UX Design for AI Products - Stanford University (2025)

AI for Designers - Interaction Design Foundation (IDF)

How to Design Experiences for AI - IDF

Enterprise Design Thinking Practitioner - IBM