SAGAR **MISTRY**

UX/UI Product Designer

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Goal-Driven. Inquisitive. Story Teller.

EXPERIENCE

Factory Mutual Insurance Company
Johnson, RI (Remote)

Principal User Experience Designer
March 2023 - Present

- Lead and manage the company's client-facing digital experience, overseeing a team of 5 Senior and 2 Junior designers while supporting 8 product owners across 23 products.
- Implemented project tracking system ADO and scrum ceremonies to foster design collaboration and enhance daily responsibilities of the design team.
- Developed a resource management dashboard to showcase designers' deliverable backlog and output, segmented into quarters and major journey initiatives.
- Led the design efforts for a multi-year product aimed at enabling clients to interact with FM field engineers, reducing risk at commercial sites and providing project recommendations to enhance client resilience.
- Served as the primary communication and requirements liaison between Business leads, Product Owners, UX managers, and XD researchers.
- Made significant contributions to the company's design system, creating and standardizing new design patterns, and providing thorough documentation and socialization of these patterns.

Senior User Experience Designer
November 2021 - March 2023

- Redesigned the client portal login experience by introducing single sign-on and password-less multi-factor authentication, resulting in an 80% reduction in login time and improved success rates.
- Collaborated within a vision/incubation team, actively engaging with external clients in participatory design sessions to enhance their long-term digital needs. Conducted 2-3 research sessions weekly, continuously refining the digital experience vision.
- Led a UI improvement initiative, converting 12+ data tables into stacked lists to enhance usability and responsiveness, all while maintaining dynamic search filtering and sorting. Completed this project within a 2-week design sprint.
- Created an in-app notification center for users, featuring a robust toolbar, stacked lists, and pagination, reducing reliance on email alerts.
- Designed an automated certificate request system, reducing human errors and delays by enabling digital requests.

SGRM.Consulting, Freelance
Durham, NC

UI/UX Product Designer & Digital Marketer
August 2019 - Present

- Collaborate closely with stakeholders to conceptualize personalized digital content and marketing strategies, diligently applying current UX principles to ensure user-centric solutions.
- Conduct in-depth UX research to identify target audiences, facilitating the creation of seamless products and digital solutions that resonate with users.

Fidelity Investments
Durham, NC

Product Designer & Systems Analyst | Fidelity Capital Markets
January 2019 - June 2021

- Designed a UI screen facilitating the migration of external data reports into the internal system, significantly reducing report run time from 30 minutes to under 10 seconds.
- Conducted user research for Fidelity's highly confidential agency lending platform, resulting in innovative solutions for migrating over 12,000 loan contracts valued at $8 billion.

Systems Analyst Intern | Fidelity.com
May 2015 - August 2018

- Developed an interactive Tableau dashboard representing a product consolidation roadmap, informed by user interviews with more than 25 stakeholders. Approved by the head of cyber security
- Designed UI components, conducted A/B testing, and used customer feedback to develop the design direction for the young investors experience on Fidelity.com

EDUCATION

DesignLab
March 2021 - October 2021
UX Academy

University of North Carolina
August 2020 - January 2021
Digital Marketing Bootcamp

North Carolina State University
August 2014 - December 2018
B.S. Business & Information Technology

VOLUNTEERING

UX Foundations Mentor
October 2022
Designlab

CERTIFICATIONS

Certified Scrum Product Owner
May 2020
Scrum Alliance

Hubspot Marketing
October 2020
Inbound, Content, Social Media, Email

SKILLS

UX Strategy & Ops	User-Centric Design
User Journey Mapping	Design Thinking
Rapid Prototyping	Agile & Lean
A/B Testing	Edge Cases
Information Architecture	Wireframes
SEO/Brand Strategy	Graphic Design
Communication	User Research
Organized/Efficient	Collaboration
Facilitation	White Boarding

TOOLS

Figma | Azure DevOps | Jira | Trello | Mural
Miro | Tableau | Adobe CC | MS Suite
Google Suite | Google Analytics | Keywords
CMS & Web Dev: HTML & CSS | SQL | Webflow
WordPress | Shopify