Monica Sharma

Senior Product Designer | Design Leadership | B2B, B2C & Platform Products

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EDUCATION

M.S. Human Computer Interaction
Indiana University
Jan 2018 - Dec 2019

B.Tech Civil Engineering
Shree Guru Gobind Singhji Institute of Engineering & Technology, India
July 2008 - May 2012

SKILLS & TOOLS

PRODUCT DESIGN	RESEARCH
End-to-end Product Design	User Interviews
Visual Design	Survey/Observation
Interaction Design	Competitive Analysis
Information Architecture	Affinity Diagramming
User Flows	User Personas
Wireframing	Journey Mapping
Prototyping	Usability Testing
Responsive Design	Cognitive Walkthrough
Enterprise UX	Heuristic Evaluation
Business Model Canvas	A/B Testing
SWOT	Documentation
Value Proposition	Analytics
Agile Methodology	
Jira	
Confluence	

TOOLS	CODING
Figma	HTML/CSS
Adobe XD	Javascript
Sketch	Python
Illustrator	SQL
Photoshop	
Balsamiq	
Miro	
InVision	
Fullstory	
Amplitude	

TRAININGS & CERTIFICATIONS

Successful Stakeholder Relationships - UX Management NN/g 2024	Mastering Influence NN/g 2023
Design Thinking Design Gym 2022	

SUMMARY

Impact-driven UX/Product Designer with 11+ years of experience designing intuitive, scalable experiences across Android, iOS, and Web platforms. Proven success delivering high-performing solutions in fintech, infrastructure, and healthcare. Skilled at aligning design strategy with business goals, embedding user research into product roadmaps, and partnering cross-functionally to launch seamless, end-to-end user journeys.

PROFESSIONAL EXPERIENCE

EQUINIX INC.   Redwood City, CA
Lead Designer   May 2020-Present

- Leading design of the flagship 'Solution Builder' platform, empowering customers to explore, visualize network designs and receive price estimates; reduced sales cycle time by 22% through self-service quoting.
- Spearheading UX for Equinix Fabric, including high-volume connection flows, access point ordering flows, Genix AI Chatbot & Equinix platform architecture efforts that caused a 192.4% increase in revenue growth and a 117.2% increase in adoption in one year.
- Embedding user research in the product lifecycle by ensuring overall product roadmap & business strategy are being considered in planning the research roadmap.
- Collaborating with product management and engineering teams to develop a product strategy for the future of the Infrastructure Map initiative and how it would fit into a future unified user platform.

FISERV   Sunnyvale, CA
UX Design Intern   June 2019- Aug 2019

- Designed a reporting and analytics dashboard for the sales team which increased the efficiency of Fiserv's digital reporting activities by 19% & developed demo sites across web, mobile and tablet platforms using HTML, CSS & JavaScript.
- Created & handed off wireframes, design specifications & clickable high- fidelity prototypes.
- Collaborated with multiple stakeholders - Product Managers, Researchers, Content Writers, Engineers, and System Architects.

INDIANA UNIVERSITY   Indianapolis, IN
UX Designer   Jan 2018- Dec 2019

- Researched & identified problems, and user needs through stakeholder interviews, user research, and A/B testing for website designs in the industry of healthcare, management, and education.
- Designed "A persuasive interface for engaging arthritis patients in physical activity". Research published at WISH Symposium CHI 2019.

COGNIZANT   Glasgow, UK
Senior UX Designer   Jan 2017 - Sep 2017

- Defined product design strategy and restructured information architecture—boosted customer retention by **16.2%**, reduced support overhead by **52%**.
- Work ranged from designing website landing pages, mobile, web application wireframes and interactive prototypes serving **13M+** active users.

COGNIZANT   Pune, India
UX Designer   Dec 2012 - Dec 2016

- Conducted usability studies, heuristic evaluations, user research activities and redesigns for Lloyds online banking platforms—reduced bounce rates by **38%**.
- Involved in early ideation and design exploration of a new mobile application, to creating a design system for the internal collaborative website of the company in an agile environment.