VERTIKA KAPOOR

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Solving puzzles at the intersection of design, technology, and business excites me every day. With over 4 years of UX design experience on enterprise projects, I focus on making sophisticated systems accessible while aligning design with both user needs and business strategy. I believe great design is a team sport and enjoy rallying diverse teams around a shared vision for impactful products.

PROFESSIONAL EXPERIENCE

Senior Lead – Experience Design | Infosys Ltd. | Erlangen, Germany
July 2023 – Present

- Led UX design for an internal platform at a leading aircraft manufacturer, enabling seamless collaboration between teams and suppliers to manage aircraft layout and cabin information, and supporting efficient data sharing across the product lifecycle.
- Delivered compelling presentations of design concepts and rationales to both clients and internal stakeholders, effectively communicating the value of proposed solutions.
- Translated complex business requirements into intuitive, scalable web application interfaces for multi-regional use, driving user satisfaction and process efficiency.
- Designed & implemented user-centric B2B UX solutions for diverse audiences, from novice to power users, ensuring interfaces are both intuitive and feature-rich across enterprise applications.
- Developed adaptive solutions to support future scalability and implementation.
- Created comprehensive design documentation to facilitate cross-team collaboration and maintain clarity throughout the project lifecycle.and consistency throughout the project lifecycle.
- Invited to client's global headquarters in Germany, where I led on-site agile collaboration and enabled smooth communication and quick iteration.
- Participated in UAT sessions and workshops with stakeholders, ensuring design alignment with user needs and business objectives.

Lead – Experience Design | Infosys Ltd. | Trivandrum, India
Jan 2021 – June 2023

- Led UX design for a global B2B digital merchandising tool at a leading German multinational sportswear corporation, streamlining an 18-month product range planning process.
- Conducted in-depth analysis of legacy enterprise systems, to gain insights into established business processes, informing the design of new digital solutions.
- Led end-to-end design exploration for three core products within the suite application, successfully aligning intricate business requirements with intuitive user experiences.
- Created high-fidelity, interactive prototypes in Figma, enabling effective visualization and testing of user flows.
- Managed task tracking and delivery using JIRA, ensuring project timelines were met.
- Played a key role in the development and refinement of the client's design system, ensuring its adaptability and effectiveness for complex internal tools.
- Collaborated closely with cross-functional teams, including product owners & developers, to ensure seamless design implementation and a unified vision for the user experience.
- Leveraged HTML and CSS knowledge to deliver feasible designs and facilitate smooth handoffs to development teams.

Architectural Intern | Hexagramm Design Pvt. Ltd. | New Delhi, India
February 2017 – August 2017

EDUCATION

Masters In Design (M.Des.), Industrial Design | School of Planning & Architecture, New Delhi
Jul 2018 – Sept 2020

Bachelors In Architecture (B.Arch), Architecture | School of Planning & Architecture, New Delhi
Jul 2013 – May 2018

PORTFOLIO WEBSITE

- [See My Design Journey](#)

CERTIFICATES

Agency Special Program for Strategic Insights, Practice and Impact | RISD
Certificate of Participation obtained Dec 2021

Career Essentials in Generative AI by Microsoft and LinkedIn | LinkedIn Learning
Course Completion Certificate Oct 2024

SKILLS & LANGUAGES

Ideation & Design

- User Experience Design
- High Fidelity Prototyping
- Enterprise Software Design
- Usability Testing
- User Research
- Journey Mapping
- User Persona Development
- User Interface Design
- Information Architecture
- Workshop Facilitation
- Complex System Visualisation
- Design System Development
- Brainstorming
- GenAI Fundamentals
- Contextual Enquiry

Design Tools

- Figma
- Adobe Creative Suite
- Jira & Confluence
- Sketch
- Miro
- Wix

Languages

- English (Fluent)
- Hindi (Native)
- Deutsch (Beginner)