

KIRUBHA SANKARI KITTUSAMY

Principal Product Designer | AI-Native Product Design · Agentic Systems · 0→1 Product Development

Houston, TX | Remote US | Open to Seattle, San Francisco Bay Area, and New York / New Jersey

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SUMMARY

Principal Product Designer with 15+ years designing complex enterprise software and AI/ML-powered products since 2018. Work spans predictive ML, automation, AI-assisted developer tools, and agentic systems. Designs intelligent products around explainable reasoning, confidence, guardrails, human oversight, recoverable workflows, and calibrated autonomy. Works directly with engineering through research, functional prototyping, GitHub workflows, implementation review, and AI-assisted development.

CORE SKILLS

AI-Native Product Design | 0→1 Product Strategy | Agentic Systems & Multi-Step Workflows | Interaction Design | Systems Thinking | Trust, Delegation & Human Oversight | Design Systems | Functional & AI-Assisted Prototyping | Customer Research | Cross-Functional Engineering Partnership | Design Leadership & Mentorship

AI & AGENTIC FLUENCY

LLMs | AI Agents | Prompt & Context Engineering | Agent Evaluation & Observability | Explainability & Trust Calibration | AI Guardrails & Human-in-the-Loop Systems | MCP | Tool Use | React Component Architecture | REST APIs | GitHub Branches, Pull Requests & Code Reviews

SELECTED AI PROJECTS

The Buyer's Agent — Building an agentic commerce product that separates deterministic policy decisions from LLM-assisted intent and language. Uses AUTHORIZED / ASK / BLOCK states, spending ceilings, approval, failure recovery, and final-total validation across a mobile shopping workflow.

Langfuse AI Observability — Evaluated agent behavior using traces, observability, prompt iterations, and interaction analysis to understand failure modes and improve AI experience quality.

Live Voice Agent — Built and deployed a working voice-agent prototype using ElevenLabs and API orchestration to explore conversational task completion.

Design-to-Code Prototyping — Builds React interfaces backed by REST APIs, reusable UI components, GitHub pull requests, and AI-assisted development workflows to strengthen design-to-production fluency.

PROFESSIONAL EXPERIENCE

Capital One Software | Lead AI Product Designer, Slingshot

Jan 2025 – Jan 2026

Contract | Remote, US

Founding designer for an agentic AI investigation platform for Snowflake and Databricks data teams. Joined with no PRD, technical specification, or defined AI strategy, helping define the problem space before engineering investment.

- Defined the AI interaction model: when investigations remain autonomous, when human approval is required, and how evidence is surfaced for high-confidence decisions.
- Designed multi-layer guardrails, confidence gating, reversibility, reasoning interfaces, and explainability patterns that helped users understand when to trust the system and when to intervene.
- Built functional AI prototypes spanning investigation flows, reasoning interfaces, knowledge-graph visualizations, and explainability experiences to validate product concepts before production.
- Partnered with ML engineers on system prompts, agent evaluation, and knowledge-graph navigation; compared Claude, GPT-4, and Gemini interaction patterns before selecting product directions.

Impact: Reduced investigation time from 2–5 hours to 27 minutes; 71% AI recommendation acceptance; consolidated 4–5 fragmented tools into one workflow.

Google | UX Designer, Android Developer Experience

Apr 2024 – Sep 2024

Contract | Remote, US

Designed AI-assisted debugging tools for Android engineers, translating dense system logs into queryable, actionable experiences.

- Built conversational investigation patterns so engineers could diagnose failures without manually parsing raw telemetry.
- Prototyped against real debugging scenarios and partnered with engineering to stress-test the interface in live workflows.

Impact: Reduced diagnostic effort and improved bug-reporting quality by integrating AI-assisted explanations into the existing developer workflow.

Portfolio: <https://www.kirubha.design>

Walmart Inc. | Principal UX Product Designer, Merchant Platform

Jun 2022 – Jan 2024

Full-time | Remote, US

Owned end-to-end experience strategy for Featured Items, a merchant platform supporting Walmart's promotional business, starting from an ambiguous mandate with no existing framework.

- Conducted contextual inquiry with merchants in stores and back offices to understand operational workflows before defining the North Star product vision.
- Redesigned planning, assortment, inventory visibility, and execution into one coherent system, replacing 15+ disconnected tools and 130+ spreadsheets.
- Set design direction and established reusable patterns adopted across the broader merchant design organization.

Impact: Feature setup accuracy improved 65%→95%; nil picks 17%→10%; +40% mobile adoption; +20 NPS.

Amazon | Lead UX Product Designer, FinTech / TaxTech

Jan 2022 – Jun 2022

Contract | Remote, US

Designed self-service tools for regulated Tax and FinTech workflows, translating compliance, financial logic, permissions, exception paths, and handoffs into auditable interaction models supporting 9,000+ annual requests.

PepsiCo | UX Lead, Commerce, Order Management & Product Catalog

Oct 2020 – Jan 2022

Contract | Remote, US

Led UX for CHESTER, a conversational AI experience orchestrating 20+ previously disconnected assistants across HR, IT, Finance, and Logistics, while also leading global B2B order-management and catalog requirements across 17 markets.

Impact: Supported \$65M+ in operational revenue across global markets.

Occidental Petroleum (OXY) | Senior UX Designer

Sep 2018 – Mar 2020

Contract | Houston, TX

Designed Lithos, an ML-powered spatial modeling platform with probabilistic surface prediction and human-in-the-loop validation for high-stakes drilling decisions. Managed and mentored 3–4 UX designers.

Impact: 90% reduction in manual work; \$1.2M annual savings; 100,000+ data points visualized in one interface.

EARLIER EXPERIENCE

Novo Nordisk (Senior UX Designer, 2018) | Infosys Digital (Lead UX Designer, 2016–2017) | Mphasis (Senior UX Designer, 2015) | Information Architecture / UX roles across global finance and banking clients (2000–2011)

ENGINEERING COLLABORATION

- Navigate React codebases and reusable component architectures.
- Use GitHub branches and pull requests to collaborate with engineers and review implementation.
- Build functional prototypes with REST APIs and AI-assisted coding tools.
- Partner with engineering from discovery through implementation, validating designs in code rather than static mockups alone.

EDUCATION & CERTIFICATIONS

AI Design Certification, MIT (2024) | MSc Human-Computer Interaction, University of York, UK | BSc Computer Applications, Annamalai University | Certified Usability Analyst, Human Factors International | Certified ScrumMaster

TOOLS & TECHNICAL FLUENCY

Development & Collaboration: HTML, CSS, JavaScript, React component architecture, Git & GitHub, REST APIs, Vercel, Cloudflare Workers

AI: OpenAI / GPT, Claude Code, Gemini / Google AI Studio, Langfuse, LangSmith, MCP, prompt & context engineering, agent evaluation

Data & Platforms: Snowflake, Databricks, Neo4j | **Design:** Figma, FigJam, Sketch, design systems

INDEPENDENT PRODUCT EVIDENCE

Tournament OS — Designed, implemented, field-tested in real court conditions, and prepared for release. Demonstrates systems design across roles, permissions, live match states, edge cases, iterative QA, GitHub delivery, and production-minded release work.

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