

Navin Mathew

Senior UX Leader | Enterprise UX Strategy |
AI-Driven Product Experiences | Portfolio Governance |
DesignOps | Enterprise SaaS Platforms



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About me

UX leader with 18+ years of experience designing and delivering enterprise SaaS product experiences.

Over the past six years, I have led UX initiatives at a portfolio level. I defined UX governance models, influenced product roadmap decisions, and partnered with Product and Engineering to drive measurable outcomes such as improved adoption, increased efficiency, and reduced support costs.

Led UX delivery for complex, workflow-driven enterprise applications used by administrators and educators across multiple product modules.

I own end-to-end UX delivery for complex workflows—from discovery and design to implementation and iteration. I lead and mentor a team of UX designers and writers, driving quality, consistency, and execution across projects.

I have also led the integration of AI into product experiences, designing scalable solutions such as AI-assisted learning tools, documentation automation workflows, and data-driven analytics platforms.

Core strengths

- UX Strategy & Execution for Enterprise SaaS
- End-to-End UX Delivery & Workflow Design
- Team Leadership, Mentorship & Design Quality
- Cross-Functional Collaboration
- DesignOps, UX Governance & Scalable Design Systems
- Product Experience Optimization
- AI-Assisted UX & Workflow Automation
- UX for Complex & Data-Rich Platforms
- User Research, Insights & Data-Informed Decision Making
- Agile UX Delivery, Prioritization & Stakeholder Alignment

Experience

PowerSchool (Global K12 SaaS platform)
Since Feb 2020

UX Manager

Global K-12 SaaS platform serving school districts, administrators, teachers, and students across multiple enterprise products.

- Led UX initiatives across a portfolio of enterprise SaaS products within the PowerSchool ecosystem, focusing on improving usability, workflow efficiency, and product adoption.
- Partnered closely with Product and Engineering to align UX efforts with roadmap priorities, regulatory requirements, and business goals. Translate strategy into actionable design outcomes that improve user experience and reduce operational friction.
- Drove consistency across products by establishing scalable UX practices, governance standards, and design quality benchmarks, while enabling teams to deliver cohesive, user-centered experiences.

Key Responsibilities & Leadership

- Owned end-to-end UX delivery for key product workflows, driving design execution from discovery through implementation and iteration.
- Defined and implemented UX governance frameworks across multiple products, including design standards, intake processes, review cycles, and release-aligned workflows.
- Partnered with Product and Engineering in roadmap planning and prioritization, using research insights, customer feedback, and usage data to inform design decisions and improve product experiences.
- Established UX OKRs and experience quality metrics, aligning design work with measurable outcomes such as adoption, efficiency, and support reduction.

- Built and led a team of UX writers, providing direction, feedback, and mentorship while improving delivery quality through structured reviews and collaboration practices.
- Led design reviews and ensured consistency and quality across deliverables, enabling scalable execution across multiple product teams.
- Introduced AI-assisted UX workflows and documentation systems, improving team efficiency, speed of delivery, and consistency across projects.
- Collaborated across Product, Engineering, and Customer Success teams to align on priorities, reduce friction, and ensure successful delivery of UX improvements.
- Presented UX recommendations, design solutions, and impact metrics to senior stakeholders, supporting informed product decisions.

Measurable Business Impact

- Reduced customer support calls by 57% by redesigning workflows, improving content clarity, and simplifying key user journeys.
- Improved product delivery efficiency by ~20% through standardized UX processes, reusable design frameworks, and AI-assisted workflows.
- Reduced design iteration cycles by 30% by establishing structured review processes and improving cross-team alignment.
- Delivered 15–24% estimated productivity gains through AI-enabled onboarding experiences and workflow optimization.
- Improved consistency across product modules by introducing scalable UX practices and design governance.
- Improved onboarding, documentation flows, and administrative workflows.

Previous experience

○ Netcore Unbx

Principal UX Writer
Apr 2019 - Feb 2020

○ BridgeUX Design Studio

UX Writer (Freelance)
Sept 2018 - Mar 2019

○ Citrix R&D

Technical Writer / UX Writer
Mar 2017 - Jun 2018

○ Amber Road Software

Technical Writer
May 2016 - Mar 2017

○ Harman Connected Services

Technical Writer
May 2013 - May 2016

○ Thomson Reuters

Technical Writer
Feb 2008 - Jul 2012

Technical Writing | UX Content Strategy | Product Experience Architecture

2008 - 2020

- Led experience clarity and documentation strategy across enterprise platforms in FinTech, cloud networking, eCommerce, international trade, and analytics products.
- These roles focused on translating complex systems into usable product experiences, establishing scalable information architectures, and embedding usability principles into product development workflows.
- Partnered closely with Product and Engineering teams to improve product usability, onboarding experiences, and developer enablement through structured content systems and UX-aligned documentation practices.
- Built enterprise-scale content architecture frameworks supporting complex SaaS and developer-facing platforms.
- Introduced documentation-as-experience models, improving onboarding, discoverability, and product adoption.
- Partnered with Product Managers and Engineers to embed UX clarity standards and usability principles into product design workflows.
- Established terminology governance and structured content systems to ensure consistency across product suites and global documentation teams.
- Contributed to early-stage product design discussions, helping teams identify usability issues and workflow gaps before engineering development.
- Developed documentation systems supporting API platforms, analytics tools, cloud networking software, and enterprise data systems.

Key project initiatives

A selection of strategic initiatives across AI governance, cybersecurity, healthcare, mobility, and K-12 education. Each focused on reducing complexity, improving decision-making, and helping teams align around outcomes that matter.

- **Bell the Bull** | AI Student Safety Intelligence Platform (EdTech / AI Governance)

Led UX strategy for an AI-assisted student safety and escalation platform, defining governance workflows, human-in-the-loop decision systems, risk classification models, and intervention architecture. Engineering validated; awarded 1st Place Hackathon and People's Choice.

- **Acme Analytics** | Enterprise Security Intelligence Platform (Cybersecurity / AI)

Directed UX strategy for a threat intelligence platform transforming high-volume security alerts into prioritized, explainable risk intelligence through AI-assisted correlation, severity modeling, and analyst workflow optimization. Achieved up to 90% faster threat response workflows.

- **RideTogether** | Mobility & Carpooling Platform

Led mixed-method research and usability strategy for a commuter marketplace focused on trust, coordination, and booking confidence. Outcomes included 27% increase in ride matches, 42% increase in booking completion, and 31% reduction in cancellations

- **Apollo 24|7** | Healthcare Booking Experience Evaluation

Conducted heuristic evaluation of the end-to-end doctor booking journey, identifying 22 usability issues and prioritizing improvements estimated to increase conversion by 15–25% while reducing abandonment and support dependency.

- **Acropolis** | Healthcare Staffing Marketplace

Led UX and marketplace strategy for a healthcare staffing platform connecting hospitals and consultants through intelligent matching, scheduling coordination, credential validation, and workflow automation to improve staffing speed and operational visibility.

- **Northstar** | District Planning & Curriculum Intelligence Platform

Led UX strategy for a district-wide planning and governance platform helping school systems align goals, execution, reporting, and interventions through role-based visibility, planning intelligence, and operational governance workflows.

Enterprise UX capabilities

- UX Strategy
- Product Experience
- AI-Enabled Product Design
- Interaction Design
- UX Research
- Enterprise SaaS
- Workflow Design
- Data-driven design

Tools

- Figma
- Confluence
- Jira
- Design Systems
- Analytics
- AI-assisted UX workflows

Education & training

- **Bachelor of Commerce**
Bangalore University

UX Leadership and Strategy

- Essential Foundation in UX - **BridgeUX**
- UX Strategy & Portfolio Leadership – **NN/g**
- Leading Effective UX Teams – **NN/g**
- Measuring UX & ROI – **NN/g**
- DesignOps & UX Governance – **NN/g**
- AI-Integrated UX Workflows (Advanced Practitioner Training – In Progress)
- ACC-Certified Coach - **International Coaching Federation**
- AgileBrain Professional Certification - **AgileBrain USA**