

# Ketan Pandya

Product Designer

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## PROFESSIONAL EXPERIENCE

### User Experience Designer II | Appian Corporation

July 2021 – Present

- Strategic AI Roadmap:** Defined the multi-year vision for AI within Case Management Studio, evolving the product from feature-level design to **modern agent-based AI models** that drive automation.
- Global Enterprise Impact:** Led end-to-end UX for a product suite adopted by **92 enterprise customers** (e.g., Porsche, Pfizer, T. Rowe Price). Achieved **improvement in usability** and standardized **WCAG 2.1 AA accessibility compliance** across the platform.
- Operational Efficiency:** Designed a foundational Rules Engine and Workflow framework that saved implementation teams **2–3 sprints of development** per project, enabling partners like DTCC to deliver apps in record time.
- Scalable Architecture:** Architected the **"Solutions Hub"** theming engine, allowing customers to instantly propagate branding across both internal and public-facing portals without custom code.
- Design System Leadership:** Lead the **Figma SAIL Component Library** working group, growing external adoption to **nearly 1,000 users** and establishing consistent UI patterns across multiple business units.
- Evidence-Based Design:** Established standardized usability testing tracks at Appian World, conducting **50+ sessions** to validate complex interaction patterns for CMS 2.0.
- Organizational Leadership:** Lead the **"UX Chapter,"** a monthly knowledge-sharing forum for 100+ designers, and manage intern rotations to scale design culture.

### FE UI and UX Design Intern | Virsec Systems

June 2021 – August 2021

- Designed **dashboards and admin utilities** for a cybersecurity platform to facilitate rapid action on CVE insights.
- Collaborated with Product Owners to translate complex security requirements into **iterative UI prototypes**.

## EDUCATION

### Master of Science, Information Science

University of North Carolina at Chapel Hill

**Specialization:** Human-Computer Interaction Design (UX)

**Research:** Master's Paper: *User Preferences for Email Tasks on Different Platforms*. A mixed-methods study analyzing mental models to determine task optimization strategies.

### Bachelor of Arts, Philosophy

Virginia Tech

**Minors:** Japanese Studies, Creative Writing

*Summa Cum Laude, Honors Laureate*

## SKILLS & CERTIFICATIONS

**Design & Prototyping:** Figma, AI-Assisted Prototyping (Gemini CLI, Kiro CLI), Appian SAIL (Low-Code), Adobe Creative Cloud.

**Research & Strategy:** Usability Testing, Information Architecture, WCAG 2.1 AA Accessibility, Systems Design, Heuristic Evaluation.

**Certifications:** Certificate of Interface Design (Shift Nudge, 2023), Google UX Design (2021), CITI Research Ethics (2021).

## ACTIVITIES

**WHEELS Global Foundation** (2025–Present) • **UX Y'all Conference** (2021, Keynote Co-Director) • **Eagle Scout** (2016)