

Abhijeet Saraf

Interaction Designer • Product Designer • 10 Years

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SUMMARY

Interaction designer with 10 years of experience building agentic platform systems and AI-native design infrastructure. I design the underlying systems — scalable patterns, structured schemas, human-in-the-loop components — that engineers and AI services build. I use Cursor, Figma MCP, and Claude Code daily to prototype complex agentic interactions and write functional React/HTML/CSS, moving the team from static mockups to working, systems-oriented output.

EXPERIENCE

Senior Product Designer — Platform, Foundations & Frameworks, May 2025 – Present

Highspot — Agentic GTM enablement platform serving 23M+ users, Gartner Magic Quadrant Leader 2025 • Seattle

- Designed human-in-the-loop components for the Digital Room agentic builder — built state diagrams that helped engineers create gating strategies for LLM decision-making. Defined the horizontal pattern library and interaction primitives vertical squads use to assemble AI-enhanced experiences. Digital Room grew 82% YoY, adopted by 48% of GTM orgs.
- Owned data cell and table components in Highspot's Arctic — Polar UI design system — writing structured specs, metadata schemas, and StorybookJS docs that both engineers and AI services could reliably consume.
- Used Cursor, Figma MCP, and Claude Code to build functional React proofs-of-concept for Highspot's AI text refinement feature (GA Spring 2026) — prototyped non-deterministic AI states that Figma couldn't model. Shipped cleaner handoffs and contributed to AI tools driving **30% higher buyer engagement** versus traditional content methods.
- Designed human-in-the-loop patterns for Highspot's AI coaching platform (GA Fall 2025) — defined how AI-generated assessments surface to reviewers, how users override agentic outputs, and how the system handles low-confidence signals. Delivered **55% boost in seller confidence** and **24% increase in rep quota attainment** for customers using AI coaching.
- Defined agentic interaction patterns for Highspot's AI-agent surfaces — intent-based orchestration, feedback loops, error recovery, and context handoffs. Mentored the design org on AI-native workflows, shifting the team away from static deliverables. Scaled across **5+ AI product surfaces** across coaching and rep-assessment verticals.

Senior Product Designer, May 2023 – Mar 2025

UnitedHealth Group / Optum — Conversational AI, enterprise platforms & design systems • Remote

- Designed a conversational AI platform for mobile — chat patterns, intent disambiguation, and graceful fallbacks that kept humans in control of automated journeys. WCAG 2.0 AA reviewed; reduced inbound call volume by **40%** across enterprise surfaces at scale.
- Redesigned provider onboarding from the ground up — simplified a messy multi-step credentialing flow into a clean discover → try → adopt journey, cutting onboarding time by **33%** and reducing drop-off across a multi-step credentialing flow.
- Designed a nurse practitioner monitoring platform — data flows, escalation signals, and care-team handoffs that cut hospital admissions by **14%** and hit **99% member satisfaction** member satisfaction.
- Drove design system work across Optum's clinical and consumer platforms — mentored 3 designers and cut component duplication across 4 product lines.

Senior UX Designer, Aug 2015 – Aug 2021

Tata Consultancy Services — Enterprise CRM, cloud-connected platforms & design systems • India

- Led UX for a cloud-delivered enterprise B2B platform managing **\$15B in deals** across **3,000+ sales users** — bridged design and ML engineering to ship AI-powered analytics and pipeline intelligence features that drove a **7% increase in deal closures**.
- Led a 5-person design team on a digital-twin pitch — storyboards, prototypes, and executive narrative that landed a **\$500K contract win** contract win.

- Designed an enterprise service catalog for **600,000+ employees** — discovery, browse, and self-service request flows across asset, inventory, and IT-service domains.

EDUCATION

Master's in Human-Computer Interaction / Technology Innovation Sep 2021 – Mar 2023

University of Washington — Seattle, US

Connected Devices, Hardware Prototyping, Human-Centered AI, Front-end Engineering, Visual Design, User Research, Usability Testing

SKILLS

Design: Agentic systems design, intelligent UI libraries & design systems, human-in-the-loop patterns, chat & intent-based interfaces, machine-consumable component documentation, AI ethics & accessibility, interaction design, user research, A/B Testing.

Tools: Figma, Figma MCP, ProtoPie, FigJam, Adobe Creative Cloud (Illustrator, After Effects, Premiere Pro), Miro

Code: ReactJS, HTML, CSS, JavaScript, Python, Cursor, Claude Code, Figma MCP, StorybookJS, VueJS, Vercel, v0 — prompt engineering & AI-augmented coding workflows

Methods: Agentic workflow orchestration, AI fluency mentoring, design sprints, Lean/Agile UX, North Star → lean implementation, structured content modeling, cross-functional workshops, task analysis (GOMS, HTA, CTA), systems thinking