

Nikhil Das

Senior Product Designer at Intuit

10+ years of work experience · www.nikhildkv.com

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Work Experience

INTUIT · 1 year 4 months

SENIOR PRODUCT DESIGNER

Aug 2024 - present

57% reduction in Mean Time to Resolve (MTTR): Designed a 2-year vision for AI-driven incident recovery and observability for Intuit Developer Platform using AI-first design, leading design workshops, and influencing triad leadership

~30% increased feature adoption: Redesigned the Trace Experience within the Developer Portal by introducing natural-language trace querying and improving debugging efficiency

50% faster CRUD operations: Streamlined alert creation in DevPortal for IKS AIR by designing an intuitive interface for out-of-the-box alerts, enabling developers to configure and manage alerts more efficiently.

Mentored and onboarded 1 junior, 1 contract, and 2 intern designers through feedback, component reviews, and design system alignment.

UBER · 2 years 7 months

PRODUCT DESIGNER

Jan 2022 - Jul 2024 , Bangalore

Led design for the Uber for Business Admin Dashboard, enabling operations for 10K+ global organizations.

Designed growth frameworks for promotions, loyalty, and communications, enabling upsell and cross-sell of Uber One and related products across global markets.

PAYPAL · 3 years 5 months

UX DESIGNER

Aug 2018 - Dec 2021 ,Bangalore

Redesigned the PayPal Activity for ~300 M monthly active users that led to ~5M savings

Created the ETA Tracker for pending and refund transactions, reducing contact rates by 13.12% and saving \$2.12M annually.

Revamped search across Android and iOS, achieving 154K adoptions within 7 days post-launch.

VERIZON · 3 years 10 months

SENIOR UX DESIGNER,
Oct 2014 - Jul 2018 , Chennai

Created a Unified Task Management Interface for network and technology teams, improving operational efficiency.

Built a hybrid mobile app for Verizon technicians and site surveyors, streamlining on-site surveys and improving data accuracy through enhanced tactile interactions and navigation.

IDC, IIT BOMBAY
4 months

RESEARCH ASSISTANT - DESIGN
Jun 2014 - Sep 2014 , Mumbai

Worked as an Industrial design research assistant under Professor Dr. B. K. Chakravarthy

Education

IDC, IIT MUMBAI
Jun 2012 - Jun 2014, Mumbai
MDes in Industrial Design

UNIVERSITY OF CALICUT
Jun 2005 - Jun 2009, Calicut
B.Tech

Skills

TOOLS

- Figma
- Usertesting.com
- Builder.io
- Lovable
- Camtasia

PROCESS

- UX Research
- Prototyping using Figma / AI tools
- Usability testing
- Final design video creation
- Design system
- Visual design

Awards & Recognition

Intuit Spotlight Award (2025)

Recognized for leading the planning and execution of the Developer Design Summit.

PayPal HEROES Award (2021)

Recognized for design leadership and impact on customer experience and operational efficiency.

Verizon Spotlight Award (2016)

For outstanding contribution to Verizon IT and innovation in enterprise UX systems

Verizon User Experience Design Hackathon - Winner (2015)

Awarded for designing a high-impact experience for Verizon technician persona