Raktim Chatterjee

Design Manager | AI x Design Strategist | OOUX Certified Strategist

Bengaluru, India

Phone: +91 9380 453780 | Email: raktim.ux@gmail.com | LinkedIn | Portfolio

SUMMARY

Design Manager and AI x Design strategist with 12+ years of experience spanning UX design, design leadership, and service design. I lead design teams, build client relationships, and drive measurable business outcomes. Currently pioneering the AI x Design and Design x AI narrative at MathCo, framing how design teams leverage AI agents, MCPs, and automation workflows to amplify their impact, while ensuring AI products are built with human-centered design rigor.

As a Certified OOUX Strategist, I bring an object-oriented, systems-thinking approach to complex product challenges. Proven track record of institutionalizing design culture, growing teams, managing cross-functional client engagements, and delivering award-winning digital products for global brands including MGM, Disney, SITA, and Sony Music Publishing.

CORE COMPETENCIES

Design Leadership Design Management, Team Building, Mentoring, Hiring, Performance Management, Design Operations	**AI x Design** Agentic AI, AI Agents, MCPs, Automation Workflows, Prompt Engineering, AI-augmented Design Practices
Strategy & Research OOUX, Service Design, Design Thinking, User Research, Lean UX, Information Architecture	**Client & Stakeholder** Client Relationship Management, Executive Communication, Business Development, Design Reviews

PROFESSIONAL EXPERIENCE

MathCo (formerly MFAR / TheMathCompany)

Design Manager

August 2025 – Present

- Leading the AI x Design and Design x AI narrative across the organization, framing how design teams adopt AI agents, MCPs, and agentic workflows to accelerate delivery and elevate quality.
- Championing AI-augmented design practices, including prompt engineering for design systems, automation of repetitive design tasks, and integration of AI into the end-to-end service design lifecycle.
- Managing and mentoring a growing design team — hiring, onboarding, performance reviews, 1:1 coaching, and career development planning.
- Owning client relationships for key accounts, leading design reviews, presenting strategic design recommendations to C-suite stakeholders, and ensuring client satisfaction and retention.

- Driving service design initiatives, mapping end-to-end customer journeys across digital and physical touchpoints for data and analytics product suites.
- Establishing design operations and governance frameworks, including design critique cadences, quality benchmarks, and cross-functional collaboration rituals.
- Building the practice around people engagement — fostering a culture of continuous learning, design community activities, and knowledge-sharing sessions.

Xebia IT Architects Pvt Ltd

Principal UX Consultant

September 2020 – July 2025 (4 years 11 months)

- Collaborated with business and functional teams for clients including MGM, Disney, SITA, Sony Music Publishing, and Yes Bank.
- Led the UX team at MGM to develop a digital adoption product portfolio for studio management, showcased and awarded at the Hollywood Innovation Summit in 2021 and 2022.
- Institutionalized UX within the organization, fostering a Design Thinking, object-first culture across delivery teams.
- Managed and resourced design team members for client projects, including hiring, mentoring, and performance evaluation.
- Led the initiative to design a world-class Design System that was adopted by Amazon following the MGM merger.
- Designed mobile apps for Disney's theme park in Florida, meeting both user and business goals.
- Worked on numerous internal products at Xebia, including Project Management, Budget Management, and Recruitment Management tools.

Indecomm Global Services

UX Lead

December 2017 – August 2020 (2 years 10 months)

- Managed and resourced a team of 3+ members in UX and front-end development.
- Conducted research and analysis to identify opportunities for seamless customer experiences within existing digital products.
- Created summary business cases and executive briefs to define scope, objectives, and key deliverables.
- Institutionalized UX within the organization, fostering a Design Thinking culture across product and engineering teams.
- Involved in all aspects of projects — scoping, user experience, implementation, go-live, and support.
- Created concept models, heuristic reviews, sitemaps, process flows, wireframes, prototypes, and detailed specifications across web, mobile, and tablet.

Zylotech (formerly Dataxylo)

Senior UX Designer

April 2017 – October 2017 (7 months)

- Designed and delivered wireframes, user stories, user journeys, and mock-ups optimized for web experiences.
- Made strategic design and UX decisions related to core product functions and new features.

- Collaborated with cross-functional team members and stakeholders to achieve product goals.

Campus Consortium

UX Designer

July 2015 – February 2017 (1 year 8 months)

- Involved in all aspects of portal projects including scoping, UX, implementation, go-live, and support.
- Conducted stakeholder interviews, user-testing sessions, and customer research resulting in approval for a full redesign.
- Conducted competitive analysis, content audits, user flows, wireframes, contextual inquiry, high-fidelity mock-ups, and clickable prototypes.

Travelkartz

UI / UX Designer

January 2014 – January 2015 (1 year 1 month)

- Developed designs and assets for web aligned with best-practice UI, usability, and responsive design standards.
- Worked through early-stage design from strategy and feature definition into sketching, prototyping, copywriting, testing, and iterating.

Freelance

Graphic / Visual Designer

April 2013 – January 2014 (10 months)

- Followed creative work from concept to pre-press and post-production, maintaining design intent, messaging, and quality standards.

Barclays Shared Services

Process Advisor

August 2010 – April 2013 (2 years 9 months)

- Provided process advisory services, developing a strong foundation in operational efficiency and structured problem solving.

Picasso Digital Media Pvt. Ltd

3D Animator

July 2009 – August 2010 (1 year 2 months)

- Created 3D animation and visual content for digital media projects, building core skills in visual design and storytelling.

CERTIFICATIONS & EDUCATION

- **Certified OOUX Strategist** — Object-Oriented UX Strategist Certification (ooux.com/people/raktimchatterjee)
- **User Research: Methods and Best Practices** — Interaction Design Foundation
- **UX Management: Strategy and Tactics** — Interaction Design Foundation
- **Conducting Usability Testing** — Interaction Design Foundation
- **Senior Diploma in Fine Arts** — Assam Fine Arts & Crafts Society

- **Art & Design Foundation Studies** — Centennial College, Toronto, Canada
- **Certificate in Business English (ESOL)** — University of Cambridge, British Council