Monica Sharma

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Lead Product Designer with 11+ years untangling complex, data-heavy workflows in enterprise SaaS and fintech, for technical and non-technical users. At Equinix, my Fabric redesign, from navigation to a mobile dashboard, drove 192% revenue growth and 117% adoption. I restructure information architecture and solve with reusable patterns, not one-off fixes.

EXPERIENCE

Independent / **Independent Product Designer**
JAN 2025 - Present / San Francisco Bay Area

Designed and built a coded onboarding prototype for Calico Cloud, a cloud-native networking product, with guided setup, demo and real-cluster paths, and install progress; 4 of 5 test users preferred it to the existing flow.
Used Claude Code and AI-assisted prototyping to go from concept to a working experience, exploring faster design-to-development workflows.

Equinix / **Lead Product Designer**
MAY 2020 - DEC 2024 / Redwood City, CA

Drove 192% revenue growth and 117% adoption for Equinix Fabric by redesigning its navigation, information architecture, and core workflows, and designed the mobile version of the Fabric dashboard. Shaped the roadmap with Product and Engineering leadership.
Led end-to-end strategy and design for Solution Builder, a visual tool where customer engineers configure network architectures and finance teams get instant pricing. Cut quote generation time 22% with a reusable configuration pattern.
Led design for Equinix Intelligence, a generative AI assistant for network engineers and IT managers. Cut routine support tickets 23% ($1.8M annual savings) and earned 83% user trust, nearly 3x the industry standard.

SKILLS

Product & Systems Design
Information architecture, navigation, complex workflow design, systems thinking, interaction design, scalable design systems, complex tables & filters, data visualization, product strategy

AI & Trust Patterns
Conversational AI, AI interaction design, agentic UX patterns, human-in-the-loop design, AI trust & transparency, AI-assisted design workflows, prompt engineering, AI output evaluation

Research & Evaluation
User interviews, usability testing, heuristic evaluation, A/B testing, research synthesis, journey mapping, design validation, usage analytics

Led research and design for Quick Connect, letting cloud architects create redundant cloud connections without leaving Fabric. Cut drop-off from 32% to 19% and moved 50%+ of legacy ordering flows to the new experience.
Presented design strategy to the VPs of Product and Engineering; managed and mentored 5 designers, ran design critiques, and presented design strategy to the VPs of Product and Engineering.

Fiserv / **Design Intern (Summer Internship)**
JUNE 2019 - AUG 2019 / Sunnyvale, CA

Designed a data-heavy reporting dashboard with complex tables, filters, and analytics that raised sales team efficiency 19%; delivered developer-ready specs and prototypes in HTML, CSS, and JavaScript.

Comet Lab, Indiana University / **UX Designer**
JAN 2018 - DEC 2019 / Indianapolis, IN

Ran 20+ stakeholder interviews, usability studies, and A/B tests; published at CHI 2019 WISH Symposium.

Cognizant UK / **Senior UX Designer**
JAN 2017 - SEP 2017 / Glasgow, UK

Scaled design systems across web and mobile applications serving 13M+ active users, building consistent patterns and clear documentation that supported rapid feature deployment across regions.
Restructured information architecture and product strategy.
Increased customer retention 16% and reduced support overhead 52%.

Cognizant / **UX Designer**
DEC 2012 - DEC 2016 / Pune, India

Built Cognizant's first internal design system, establishing reusable UI patterns and speeding up development across teams.

Tools & AI-Native Prototyping
Figma, Figma Make, Claude Code, Cursor, Framer, AI-assisted prototyping, HTML/CSS/React, Miro, UserTesting, Amplitude, FullStory

EDUCATION

MS, Human-Computer Interaction
Indiana University, Indianapolis
GPA 3.92 | Jan 2018 - Dec 2019

Bachelor of Engineering
Shree Guru Gobind Singhji Institute of Engineering & Technology
July 2008 - May 2012

CERTIFICATIONS

Claude Code, DeepLearning.AI, 2025
AI for Everyone, Andrew Ng / Coursera, 2025
Successful Stakeholder Relationships, NN/g, 2024
Mastering Influence, NN/g, 2023
Design Thinking, Design Gym, 2022