

Monica Sharma

Product Designer | AI/ML | B2B, B2C & Platform Products

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EDUCATION

M.S. Human Computer Interaction

Indiana University

Jan 2018 - Dec 2019

B.Tech Civil Engineering

Shree Guru Gobind Singhji Institute of Engineering & Technology,
India

July 2008 - May 2012

SKILLS & TOOLS

PRODUCT DESIGN

End-to-end Product Design
Visual Design
Interaction Design
Information Architecture
User Flows
Wireframing
Prototyping
Responsive Design
Enterprise UX
Business Model Canvas
SWOT
Value Proposition
Agile Methodology
Jira
Confluence

RESEARCH

User Interviews
Survey/Observation
Competitive Analysis
Affinity Diagramming
User Personas
Journey Mapping
Usability Testing
Cognitive Walkthrough
Heuristic Evaluation
A/B Testing
Documentation
Analytics

TOOLS

Figma
Adobe XD
Sketch
Illustrator
Photoshop
Balsamiq
Miro
InVision
Fullstory
Amplitude

CODING

HTML/CSS
JavaScript
Python
SQL

TRAININGS & CERTIFICATIONS

AI for everyone by Andrew Ng - Coursera 2025

Claude Code - DeepLearning.AI 2025

Successful Stakeholder Relationships -
UX Management NN/g 2024

Mastering Influence NN/g 2023

Design Thinking - Design Gym 2022

SUMMARY

Product Designer with 7+ years of experience creating intuitive, scalable web and mobile experiences. Proven track record delivering measurable business impact: \$1.8M cost savings, 192% revenue growth, and 83% user trust in AI systems. Skilled in end-to-end product design, user research, and cross-functional collaboration across enterprise platforms, fintech, and infrastructure domains.

PROFESSIONAL EXPERIENCE

EQUINIX INC.

Product Designer

Redwood City, CA

May 2020-Dec 2024

- Designed Equinix Intelligence, a generative AI assistant that helps enterprise customers manage their data center infrastructure.
- Conducted research with network engineers and IT managers, uncovering that users trust AI only when it’s transparent and easy to escalate to humans.
- Designed trust-first mechanisms including source attribution, confidence levels, and one-click escalation to support.
- Result: routine support tickets reduced by 23%, saving \$1.8M annually, and achieving 83% user trust (vs. <30% for typical chatbots).
- Designed the Solution Builder platform that enables customers to visualize network architectures and receive pricing instantly, reducing quoting time by 22%.
- Led UX design for Equinix Fabric, causing a 192.4% increase in revenue growth and 117.2% increase in adoption in one year.
- Collaborated with PMs, engineers, and researchers to align roadmap decisions with usability insights and business outcomes.

FISERV

UX Design Intern

Sunnyvale, CA

June 2019- Aug 2019

- Designed a reporting and analytics dashboard for the sales team which increased the efficiency of Fiserv’s digital reporting activities by 19% & developed demo sites across web, mobile and tablet platforms using HTML, CSS & JavaScript.
- Created & handed off wireframes, design specifications & clickable high-fidelity prototypes.
- Collaborated with multiple stakeholders: Product Managers, Researchers, Content Writers, Engineers, and System Architects.

COGNIZANT

UX Designer

Glasgow, UK

June 2015 - Sep 2017

- Led UX for digital banking clients including Lloyds and Clydesdale Bank, serving 13M+ users.
- Simplified complex financial workflows and restructured information architecture, improving retention by 16% and reducing support overhead by 52%.
- Conducted usability studies, heuristic evaluations, and user research for Lloyds online banking platforms, reducing bounce rates by 38%.
- Contributed to design system development, standardizing UI components across banking applications.