

Ila Bharadwaj

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Summary

Senior UX Designer with 10 years of experience across enterprise SaaS, collaboration platforms, and physical product design. Currently at Cisco Webex leading UX for calling portals, Control Hub, and AI calling features. Previously at ADP designing HR and benefits products for 50,000+ users across the US and Canada. Certified in accessibility (WCAG / IAAP).

Experience

Cisco Systems | Senior UX Designer | Bangalore, India January 2025 - Present

- Led UX for Webex Calling portals — calling experiences for Cisco phones and enterprise devices, including device configuration and calling policy management in Control Hub.
- Owned the Slido integration into Control Hub — end-to-end experience design, stakeholder presentations, and delivery sign-off.
- Drove UX for new AI-powered calling features — setup flows and in-product AI experiences — working within the product triad (Design, Product, Engineering) from discovery through design QA and launch.
- Conducted user research and usability testing; synthesised findings and presented recommendations to product and engineering stakeholders.

ADP Private Limited | Senior UX Designer | Hyderabad, India September 2021 - January 2025

- Designed insurance plan management and open enrolment flows for 50,000+ HR users across US and Canadian markets.
- Led UX for a low-code application builder — from component design through deployment — enabling teams to ship custom enterprise applications without heavy engineering overhead.
- Applied lean UX, heuristic evaluations, affinity mapping, and usability testing across multiple concurrent product tracks.
- Worked within Agile teams contributing to sprint planning, design reviews, and cross-functional stakeholder alignment.

Kony India Pvt. Ltd. (Now Temenos) | UX Designer | Hyderabad, India July 2020 - September 2021

- Designed low-code developer tools — rapid prototyping, micro-interactions, and cross-platform integrations. Achieved 100% positive feedback in customer satisfaction surveys.
- Increased customer base by 10% through improved usability. Awarded Best New Joiner of the Quarter.

Centre for Online Resolution of Disputes | UX Designer (Freelance) | Bangalore, India March 2020 - July 2020

- Designed UX and UI for a fully virtual dispute resolution platform — balancing stakeholder requirements with technical constraints.
- Created animation videos, brochures, and illustration assets for company marketing.

IndOro Designs (Zinarya Jewelry) | Product Design Lead | Pune, India December 2017 - February 2020

- Led a team producing 3D-printed jewellery collections for national and international clients including Joy Alukkas.
- Managed end-to-end design — concept, parametric design, packaging, and client presentations for international briefs.

Safari Designs | Product Designer | Bangalore, India June 2017 - December 2017

- Designed jewellery for Myntra, accessories for Harley Davidson, and corporate home decor ranges for Indian and international clients.

Eesha Zaveri Jewelry | Design Intern | Vadodara, India November 2016 - May 2017

- Designed six jewellery collections from concept to prototype — graduated with 9.0 CGPA and won Best Thesis Award in Jewelry Design.

Education

Bachelors of Design, Product Design

2017

National Institute of Fashion Technology, Hyderabad | Minor in Fashion and Lifestyle Accessories | CGPA: 3.4

Certifications

Accessibility Fundamentals — Disabilities, Guidelines and Laws | Deque Systems, Inc. | 2022

Basic Web and Document Accessibility for Content Contributors | Deque Systems, Inc. | 2022

CAECs — 0.50 IAAP Continuing Accessibility Education Credits | Deque Systems, Inc. | 2022

Certification in UX/UI Design | Design Boat UX/UI School | 2020

Skills

UX & Design: User Research, Interaction Design, Visual Design, Wireframing, Prototyping, Design Systems, Lean UX, Accessibility (WCAG), Information Architecture, Responsive Design, Usability Testing

Tools: Figma, Figma Make, FigJam, Adobe XD, Sketch, InVision, Axure, Adobe Creative Suite (Photoshop, Illustrator, InDesign, After Effects), Miro, Notion, Cursor, Claude, Rhinoceros, 3ds Max, Keyshot

Soft Skills: Stakeholder Management, Cross-functional Collaboration, Strategic Thinking, Leadership, Communication, Emotional Intelligence