

Abhijit Gaikwad

Senior UX Architect | Aviation & Enterprise Product Design
DCS / PSS / Crew Operations | HFI CUA™



Current Address: Al Mamsha, Building SW3, Sharjah, UAE
Phone: (+971) 50 954 5935, (+91) 986 054 2950
UAE Driving License: Valid
Email: abhi.gaikwad38@gmail.com
LinkedIn Profile: <https://www.linkedin.com/pub/abhijit-gaikwad/37/7a3/37/>
Portfolio Site: <https://www.abhijitgaikwad.com/>

Senior UX Architect and Product Designer with 14+ years of IT experience and 10+ years in UX across aviation, finance, telecom, healthcare, retail, travel, and enterprise platforms. Skilled in leading end-to-end product design across discovery, research, UX strategy, IA, prototyping, validation, design systems, and delivery. Strong recent focus on aviation systems, including DCS, PSS, crew operations, and airport workflows, with AI-assisted tools used to improve research, ideation, UX copy, and rapid prototyping.

Degree: Applied Arts (Commercial) Abhinav Kala Mahavidyalaya, Pune, India
Certification: Certified Usability Analyst (CUA)™ Human Factors International, USA

Languages: English, Hindi, Marathi
Industries: Airlines, Finance, Retail, Telecom, Travel/Transport, Healthcare, Energy

Core UX, Product & Domain Expertise

Skills	Capabilities
Core UX & Product Design	UX Strategy, Product Discovery, Information Architecture, Task Flows, Journey Mapping, Wireframing, Prototyping, Usability Testing, Design Systems
Leadership & Delivery	Stakeholder Management, Design Reviews, UX Team Guidance, Product Workshops, Dev/QA Collaboration, Design Handoff, Delivery Quality
Aviation & Enterprise Domain	Airline DCS, PSS, Crew Operations, Airport Check-in, Boarding, Passenger Handling, Exception Management, Enterprise Operations
AI-Assisted Product Design	Generative AI for Research Synthesis, Ideation, UX Copy, Design Critique, Concept Exploration, Workflow Acceleration, and Rapid Prototyping
Tools & Technologies	Figma, Miro, Sketch, Adobe XD, Illustrator, Photoshop, InVision, HTML5, CSS3, ChatGPT, Claude, Gemini, Bolt, Uizard, Figma Make and Python (Beginner)

Experience

Information Systems Associates (ISA), part of Air Arabia Group, Sharjah, UAE

(2019-Present)

Senior UX Architect | Jan 2026 – Present

- Lead UX strategy and delivery for complex airline systems, including DCS, PSS, and internal operations platforms.
- Own end-to-end experience design across discovery, requirements, IA, flows, prototyping, validation, and design handoff.
- Collaborate with Product Owners, Project Managers, developers, QA teams, and senior stakeholders to align product direction with airline business goals.
- Guide UX designers through design reviews, interaction decisions, design system alignment, and delivery quality checks.
- Define scalable interaction patterns for high-volume operational workflows, including check-in, boarding, passenger handling, crew operations, and exception management.
- Conduct workshops, usability reviews, and validation sessions to ensure design decisions are grounded in user needs and operational realities.
- Apply AI-enabled tools to accelerate research synthesis, ideation, prototyping, and product design exploration.

UX Architect • Jul 2019 – Dec 2025

- Designed user experiences for airline products across crew management, rostering, operations, PSS modules, finance, inventory, and budgeting platforms.
- Led research, discovery, workflow analysis, user interviews, usability testing, and stakeholder discussions to uncover product opportunities.
- Created information architecture, user journeys, task flows, wireframes, interactive prototypes, and high-fidelity UI designs for web and mobile products.
- Worked closely with business, product, development, and QA teams to convert complex requirements into usable and scalable solutions.
- Improved operational workflows by simplifying complex tasks, reducing user friction, and bringing consistency across enterprise applications.
- Supported the growth of UX maturity within the organisation through structured design reviews, documentation, and cross-functional collaboration.

Selected Impact

- Led UX for AeroPORT / DCS, a browser-based departure control platform supporting airport check-in, boarding, passenger handling, and exception workflows.
- Designed AeroCREW, a mobile-first crew operations experience that improved access to roster, duty, reports, and operational information for cabin crew.
- Helped modernise enterprise aviation workflows by replacing fragmented legacy experiences with structured, scalable, and user-centred digital solutions.
- Contributed to the UX direction of multiple airline systems across PSS, DCS, crew, operations, and internal enterprise platforms.

UX Consultant, Barclays, Pune, Maharashtra

(2018-2019)

- Designed a digital experience of 3 complex banking applications (personal and corporate) from scratch
- The enhanced customer experience of an existing product by following a user-centred approach elicited 25% more user satisfaction
- Designed and delivered over 16+ FinTech modules with wireframes of 50+ functionalities, user journeys for 5 user types, and 100+ mock-ups optimised for Mobile, Tablet and Desktop
- Worked on the redesign of the existing personal banking app, wherein designed 2 design systems
- Mentored a team of 2 UI designers to make the successful transition into UX designers

Lead UX Designer, Tech Mahindra, Pune, Maharashtra

(2017-2018)

- Designed the user experience of a native iOS and Android application to handle emergency strikes by millions of users (First Responders) across the USA
- Built a digital experience of a web-responsive e-commerce application for Carrabin Ireland users
- Defined User Experience of an in-house B2B Telecom Platform, which helps customers efficiently manage Network Operations. This project won the 2nd best organizational award, followed by further funding for monetization
- Designed and delivered over 11+ Telecommunication Products, having UX Deliverables like Requirement Gathering, User Research, Interactive Prototyping, wireframes, Visual Design, and Usability Testing

Sr. UI UX Designer, Hexaware Technologies, Mumbai, Maharashtra

(2014-2017)

- Worked on 30+ POC/RFP proposals with a 70% success rate. One of the POC generated 2+ years of business, allocating 16+ resources of different profiles
- Designed 10+ Visual Design strategies for new products from various domains
- 1st onsite (UK) experience of 2 months working as a UX Designer performing UX Research for Airline Crew Management application
- 2nd onsite experience (Saudi Arabia) for conducting 5 requirements gathering and 7 User Research sessions
- Mentored the Visual Design team of 7 designers and hosted 5 UX Design workshops to share the best UX Design practices

Graphic Designer, Allscripts, Pune, Maharashtra

(2011-2013)

- Contributed to UI/UX deliverables for 3 mobile-compatible eLearning courses.
- Learned rapid learning tools and successfully conducted 4+ workshops to train a team of 12+ Graphic and Instructional designers
- Created 200+ vector illustrations and 20+ GUI themes for an organisation-wide graphics library

Graphic Artist, Indecomme Global Services Pvt. Ltd., Pune, Maharashtra

(2010-2011)

- Created 300+ vector illustrations, 100+ flash animations and, 150+ icons for various eLearning courses
- Worked on 30+ WBT and 10+ CBT eLearning courses with 80% of customer satisfaction

Education

Post Graduate Program in AI & Machine Learning

The University of Texas at Austin. live Online | Pursuing (2026)

Applied Arts – Commercial (Equivalent to Bachelor of Fine Arts)

Abhinav Kala Mahavidyalaya, Pune, MH, India (2010)

Certifications

UX Management: Strategy and Tactics

The Interaction Design Foundation (IxDF) | Pursuing (2026)

Generative AI Mastermind

Outskill (2025)

AI For Designers

The Interaction Design Foundation (IxDF) (2025)

Adobe Illustrator CC – Advanced Training Course

Udemy (2022)

Certified Usability Analyst (CUA)™

Human Factors International (HFI), USA (2015)

Diploma in Web Design and Development

Midas Multimedia, Pune (2012)

Awards & Recognition

Sr. UX Architect, Information Systems Associates, Sharjah, UAE (2019-Present)

- **I Am Exceptional Award** for discovery and delivery contribution to the Departure Control System, 2026
- **I Am Exceptional Award** for end-to-end UX strategy across Passenger Service Systems, 2024.

Sr. UI UX Designer, Hexaware Technologies, Mumbai, Maharashtra (2014-2017)

- **2 Top Performers** in a row for the years 2015 and 2016
- **Star Award** for Airline Project UX Deliverable and its case study

Graphic Designer, Allscripts, Pune, Maharashtra (2011-2013)

- **Apex Award 2012**– Education and Training Electronic Media for eLearning course ICD-10
- **Brandan Hall 2012**– Excellence in Learning Awards for eLearning course ICD-10