DIVYA RAY

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PROFESSIONAL SUMMARY

AI Product Designer with 5+ years of experience building 0 to 1 products at the intersection of AI, business, and human-centered design. At IBM Consulting, I partner with global organizations to turn complex business problems into AI-powered products, from product strategy and opportunity framing to intelligent workflows and human-AI experiences. I bring a product-led approach to create intelligent, scalable experiences that solve real problems and deliver measurable value.

EXPERIENCE

AI Product Designer, IBM Consulting Bengaluru, India | May 2021 - *Present*

- Designed a **0 to 1 AI-powered supply chain product with 90+ enterprise clients onboarded**, establishing a configurable product foundation for client-specific needs and transforming complex supply chain data into conversational insights, intelligent workflows, and AI-driven recommendations.
- **Defined AI product strategy for complex business problems**, translating business needs and user challenges into high-value opportunities, product concepts, and future-state experiences in collaboration with business and technology teams.
- Designed an **AI-powered Supply Chain Command Center**, combining GenAI, predictive analytics, and conversational AI to simplify access to operational intelligence and **enable 70% faster access to insights.**
- Designed an **Automated Dispute Resolution Portal**, simplifying supplier workflows and driving **40% faster resolution, 50% fewer follow-ups, and 40% productivity gains across 1,500+ vendors.**
- Shaped a next-generation supply chain product combining **RFID, real-time visibility, and analytics** across order planning, inventory management, waste, and compliance; scaled from a **12-restaurant pilot toward 100 pilot restaurants across 3 markets and 20+ use cases**, with AI-powered capabilities defined for product evolution.
- **Shaped AI product strategy for a leading pharmaceutical company** across multiple business units, translating complex business needs into high-value AI opportunities, product concepts, intelligent workflows, and future-state experiences.
- **Designed GenAI-powered solutions across aviation and finance**, translating complex planning and finance workflows into AI-assisted experiences that **reduce manual effort, improve access to insights, and support faster decision-making.**
- Facilitated **AI-focused Enterprise Design Thinking workshops** to identify and prioritize high-value AI opportunities, translating business and user challenges into AI use cases, product concepts, and future-state experiences.

Sr. UX Designer, IBM Consulting

- Mercedes-Benz R&D India (MBRDI): Designed AMG web and mobile applications during an on-site assignment, collaborating with cross-functional teams in an agile environment and contributing to the AMG design system.
- Deutsche Post DHL Group: Designed the SG VAS portal for DHL Express employees and HR administrators, translating requirements and user research into journeys, workflows, and digital experiences for vaccination-status reporting.
- UPS Healthcare: Designed experiences for healthcare logistics and shipment visibility, translating complex operational workflows into intuitive digital products.

UX Designer, Designit Bengaluru, India | Dec 2020 - May 2021

- Worked on the CPF Submission Portal redesign for Singapore's Central Provident Fund Board, translating user and business needs into improved digital experiences.
- Conducted user research and stakeholder engagement to identify pain points and shape the future-state product experience.
- Worked across user flows, wireframes, prototyping, and interaction design to translate research and product requirements into tangible solutions.

CX Design Intern, CaratLane Mumbai, India | Aug 2020 - Nov 2020

- Shaped omnichannel product experiences across CaratLane's mobile app and website, translating customer and business needs into experience opportunities.
- Refined customer journeys and user flows to identify friction and improve the overall product experience.
- Experience Strategy for CaratLane POP!, connecting digital and physical touchpoints to create a seamless omnichannel experience.

EDUCATION

MIT Institute of Design, Pune, India — B.Des, User Experience Design Sep 2017 - Jun 2021

Gold Medalist — Highest Academic Aistinction

SKILLS

- **Product & Design:** 0 to 1 Product Design · Product Strategy · Product Thinking · Problem Framing · Opportunity Mapping · User Research · Market Research · Workflow Design · Interaction Design · Design Strategy · Design Systems
- **AI Skills:** AI UX · Human-AI Interaction · Conversational AI · AI-assisted Workflows · Copilot Design · Agentic Experience Design · AI Interaction Design · AI Behavior Design · Human-in-the-Loop Design · Prompt Design
- **Tools:** Figma · FigJam · Adobe Creative Suite · Claude · Cursor · Replit · Jira · Confluence · Notion