

# Rishabh Gandotra

## Staff Product Designer | Enterprise, B2B SaaS, AI-Driven UX

San Jose, CA | (734) 757-0364 | rishabhgandotra@gmail.com

linkedin.com/in/rishabhgandotra | rishabhgandotra.com

### SUMMARY

---

Staff Product Designer with 12+ years of experience designing enterprise B2B SaaS products and AI-driven user experiences across hybrid cloud, infrastructure, and agentic AI domains. Specialist in 0-to-1 product launches with a track record of translating complex technical requirements into intuitive, accessible products serving hundreds of thousands of operators. Engineer-trained, HCI-rigorous, and effective at partnering with PM and engineering leadership to ship measurable outcomes.

### EXPERIENCE

---

#### Staff Product Designer

Dec 2023 - Present

*VMware by Broadcom | Palo Alto, CA*

- Defined UX strategy for key initiatives across the VMware Cloud Foundation portfolio, ensuring accessibility-first design at every step and streamlining workflows for 300,000+ enterprise customers.
- Led research and design for the Workload Mobility unification, consolidating fragmented migration tools across Network Operations and HCX into a single end-to-end workflow; improved user satisfaction by 27% (CSAT 65 to 92) and reduced workflow steps by 30%.
- Conducted 13 moderated research sessions with 49 participants across 10 enterprise customers to validate hypotheses, surface usability friction, and inform iteration.
- Defined the long-term vision for a Global Mobility Service: a unified single-pane-of-glass for fleet management at scale.
- Mentored a junior designer to independently moderate high-stakes customer sessions, expanding research velocity across the team.

#### Product Design Manager

Nov 2020 - Nov 2023

*VMware | Palo Alto, CA*

- Directed design strategy and execution across a distributed team of product designers; shipped 15+ major features for the VMware Cloud portfolio.
- Established a new design ops framework that improved team efficiency through standardized handoff processes, design system contributions, and async review workflows.
- Partnered with product and engineering leadership on roadmap planning, prioritization, and cross-team alignment.

#### Senior Product Designer

Aug 2018 - Oct 2020

*VMware | Palo Alto, CA*

- Led end-to-end design for the v1.0 launch of VMware Cloud on Dell: a self-service portal that lets enterprise IT admins order, configure, and operate managed physical infrastructure directly from the VMware Cloud console.
- Accelerated hardware procurement from 2 months to 15 days (4x efficiency gain); increased user satisfaction by 23% vs. the legacy process.
- Established the service-blueprint-first methodology subsequently adopted by VMware Cloud on AWS Outposts.
- Conducted 24 moderated research sessions across 31 enterprise customers (56 participants total) to validate the end-to-end service blueprint.
- Created the keynote demo for the Global Fleet Management vision, presented on stage at VMworld 2019 by CEO Pat Gelsinger and CTO Ray O'Farrell.

## Product Designer

Feb 2014 - Jul 2018

VMware | Palo Alto, CA

- Led the design overhaul for 7+ core vSphere Lifecycle functions, including Backup/Restore, Install/Upgrade of vCenter, and vCenter High Availability (vCHA).
- Simplified vCHA setup for millions of vSphere administrators, replacing a fragmented multi-wizard workflow with a single unified flow; shipped in vSphere 6.5 and refined in vCenter 6.7 Update 1 (HTML5 release).
- Drove cross-functional collaboration with PM, engineering, and customer-research teams across multi-year release cycles.

## Systems Engineer

Mar 2010 - Aug 2012

Tata Consultancy Services | India

- Developed applications and provided production support for life and pension administration systems in the insurance domain, supporting a leading UK-based business process outsourcing client.
- Maintained information security policy and standards, performed risk management, and analyzed system threats and vulnerabilities.
- Conducted Business Continuity Planning (BCP) drills to ensure availability of offshore solutions during crisis scenarios.

## INDEPENDENT PROJECTS

---

### Nexus Agentic AI: Multi-Agent Control Plane

2026

Independent Project

- Designed and built a functional front-end prototype for a multi-agent AI observability control plane for autonomous enterprise server patching.
- Used Claude and Lovable to translate wireframes into a working interactive prototype, demonstrating human-in-the-loop AI orchestration patterns (Critic Agent escalation, transparent agent intents, chronological audit trail).

## EDUCATION

---

### Master of Science, Information (Human-Computer Interaction)

Sep 2012 - Dec 2013

University of Michigan | Ann Arbor, MI

### Bachelor of Engineering, Electronics Design Technology

Jul 2005 - Jun 2009

Nagpur University | Nagpur, India

## SKILLS

---

**Design & UX:** Product Design, Interaction Design, UX Research, Usability Testing, Information Architecture, Service Blueprinting, Design Systems, Prototyping, Accessibility (a11y), Inclusive Design, Visual Design, Wireframing, User Flows, Journey Mapping

**AI & ML:** AI-Driven UX, Agentic AI, Multi-Agent Systems, Human-in-the-Loop Design, Large Language Models (LLMs), AI Prototyping, Claude, Lovable, Gemini

**Domains:** Enterprise SaaS, B2B SaaS, Hybrid Cloud, Cloud Infrastructure, Software-Defined Data Center (SDDC), Virtualization, Edge Computing, DevOps, Observability, Lifecycle Management

**Tools:** Figma, Sketch, Adobe Illustrator, Adobe Photoshop, Adobe XD, Miro, FigJam, Notion, Jira, Confluence

**Engineering:** HTML, CSS, JavaScript, Git, Front-End Prototyping, Responsive Design

**Strategy & Leadership:** 0-to-1 Product Design, Design Strategy, Product Strategy, Cross-Functional Collaboration, Stakeholder Management, Customer Research, A/B Testing, Roadmapping, Design Operations, Mentorship, Team Leadership

## AWARDS

---

VMware Hackathon - Award Winner (2020)

## LANGUAGES

---

English (Full Professional), Hindi (Native)