RIAZ MOHAMED

UX & EXPERIENCE DESIGN LEADER | AI & DATA PRACTICE

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PROFESSIONAL SUMMARY

UX and Experience Design Leader with 15+ years shaping complex products and services across healthcare, enterprise technology, ticketing, destinations and entertainment. Combines established design leadership with practical AI-assisted prototypes and hands-on verification of backend and analytics workflows. Currently developing Databricks and Forward Deployed Engineering skills. Seeking UX, experience and product design leadership opportunities in the UAE, bringing a growing AI and data delivery practice.

CORE CAPABILITIES

UX Strategy & Leadership | Product & Service Design | Design Systems | User Research | Journey Mapping | Prototyping | Usability Testing | Accessibility | Agile Delivery | Stakeholder Management | Team Mentoring | Vendor Management | AI-Augmented Workflows | Multi-Agent Systems | AI Evaluation & Governance

PROFESSIONAL EXPERIENCE

Digital Experience Design Manager | Miral Experiences | Abu Dhabi, UAE | 2022–Present

- Lead UX strategy and delivery across 10+ websites and a flagship mobile application supported by a shared design system.
- Guide design decisions across 5+ business stakeholder groups and partner with product, engineering, legal, operations and senior management.
- Own discovery, journey definition, prototyping, validation, specifications and launch support through monthly Agile sprints.
- Mentor junior designers, train operational and guest-service teams, and manage specialist vendor relationships.
- Led a secure ticketing and identity-validation initiative. Zero fraud incidents were reported during the pilot; baseline, dates and sample size require validation.
- Led an event-booking redesign. Reported pilot indicators were +10% completion, -12% seat-selection drop-off and +5% cross-sell; measurement and attribution require validation.

UX Designer | Dubai Health Authority | Dubai, UAE | 2017–2022

- Designed digital healthcare experiences through user research, journey mapping, interaction design, prototyping and usability testing.
- Collaborated with clinical, operational, business and technology teams to simplify complex services and support implementation.

Senior Experience Designer | Cognizant Technology Solutions | Chennai, India | 2014–2017

- Delivered enterprise UX solutions, translating research and business requirements into clear journeys, interfaces and implementation guidance.

EARLIER EXPERIENCE

User Experience Analyst | Ethical Intelligent Technologies | Chennai, India | 2010–2014

- Produced UX analysis, information architecture, workflows, wireframes and prototypes for web and software products.

Software Engineer | Byte to Bit Technologies | Chennai, India | 2009–2010

- Built early software-delivery experience that supports effective design and engineering collaboration.

APPLIED AI PRACTICE

- Created and documented 10 hands-on AI implementations spanning workflow automation, multi-agent research, requirements generation, prototyping, design-system operations and interface evaluation.
- Prototyped multi-agent review workflows with LangGraph and analytics inputs from GA4 and Microsoft Clarity to explore UX friction. Databricks implementation skills are currently in development.
- Prototyped a requirements-to-interface workflow using specialized agents and critic stages to produce structured requirements, design decisions and testable prototypes.
- Developed a code-to-canvas-to-code design-system workflow using DTCG design tokens and a Figma plugin to improve consistency between design and development.
- Fine-tuned a small vision-language model with LoRA for local interface critique, supported by a golden test set and repeatable evaluation workflow.
- Apply human review gates for evidence quality, accessibility, privacy, security, cost and decision accountability.
- Developing an Olist support prototype through AI-assisted implementation, code review, SQL checks and debugging; production deployment remains unverified.
- Extending a BI pipeline and dashboard source prototype toward Databricks; successful runtime and business impact are not yet verified.

AI & PRODUCT TOOLKIT

Orchestration: LangGraph, multi-agent workflows, smolagents
Models: GPT, Claude, Qwen, Mistral, Llama
Context & Integration: RAG, MCP, APIs, structured memory
Analytics & Data: GA4, Microsoft Clarity, SQLite; Databricks (learning)
Evaluation & Governance: Golden datasets, evaluation harnesses, human-in-the-loop review, LLM/vision judges, accessibility and failure analysis
Development & Deployment: Hugging Face Spaces, LoRA, RunPod, local inference, GitHub, Figma plugins, Gradio
Design: Figma, Adobe Creative Suite, prototyping and design-system tools

EDUCATION

Bachelor of Engineering in Computer Science and Engineering | Anna University, India