Riddhima Sharma

Toronto, ON · Canadian PR · Open to remote

UX & Product Designer · Agentic AI · Behavioural Design · Financial Services

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/ PROFESSIONAL SUMMARY

UX Designer with 7 years of design experience. At Deloitte, also as Product Owner, I design trustworthy agentic AI for financial services, retail, and government. My work has won business: an agentic onboarding platform now in build for **one of the largest US retirement providers** (8-figure ARR), a conversational AI concept that won a **multi-billion-dollar heritage fashion retailer**, and a client reporting platform **sold to a leading investment management firm. 65–80% efficiency gains · 75% less friction · 2 production-ready AI tools.**

/ CORE SKILLS

Design	User Research · Usability Testing · User Flows · Wireframing · Prototyping · Information Architecture · Design Systems
AI	Agentic UX · LLM UX (Streaming & Loading States) · Human-in-the-Loop · Explainable AI · Source Attribution · Agent Evals
Product	Product Ownership · Product Strategy · Behavioural Design · UX Psychology · Cognitive Load · Agile/Scrum · Lean UX
Tools	Figma Suite (Figma Make, FigJam, Dev Mode) · Gemini · Stitch · Antigravity · Lovable · Claude · ChatGPT · Miro
Collab	Cross-Functional Collaboration · Stakeholder Facilitation · Design Reviews & QA · Developer Handoff

/ PROFESSIONAL EXPERIENCE

Deloitte (Office of the US) — 2022 – Present

UX Designer (UI/UX) — Dec 2022 – Present

- Led end-to-end agentic UX for a B2B fintech retirement plan onboarding platform for a top-tier US recordkeeper: personas, user flows, wireframes, high-fidelity prototypes. Behavioural design & prompt engineering cut a 12-step enrolment to 5.
  → 80% efficiency gain · Now in build with the client · Won an internal innovation challenge (8-figure ARR opportunity)
- Designed an AI RFP-response agent for financial services proposal teams in 4 weeks over four iterations: every claim traced to its source, streamed reasoning before a recommendation, a six-reviewer pressure test, blanks where a person must decide.
  → Strong results in testing with subject-matter experts and future users · Now in build
- Owned the conversational AI design workstream for a heritage US fashion retailer: usability studies and interaction patterns for personalized product discovery.
  → Proof of concept won the retailer as a Deloitte client · Multi-billion-dollar client win
- Conducted qualitative & quantitative research, persona analysis, and end-to-end UX for a government benefits portal serving 2M+ distributed users, restructuring information architecture and navigation models (WCAG 2.1 compliance).
  → 34% improvement in task completion · 65% gain in operational efficiency
- Mentored junior designers on UX research methodology, interaction patterns, and design critiques.

Product Owner & UX Designer, Client Reporting — Apr 2026 – Jul 2026

- Led a V0 client reporting platform for investment management in a dual Product Owner and UX role, owning product strategy, user research, agent evaluations, and experience design.
  → Sold to a leading investment management firm

Illustrator, Film Xperience — Jul 2022 – Dec 2022

- Produced visual narratives for Deloitte's US enterprise client presentations, bridging illustration craft with business storytelling.

MyCaptain — 2025 – Present

Product Management Mentor

- Mentor learners in product management and lead workshops.
  → Rated 4.6 as captain · 4.6 for workshops

Pratilipi & other startups — Jul 2019 – Jul 2022

Illustrator / Visual Designer

- 200+ illustrations for brand campaigns; 45% increase in social media engagement for Pratilipi (UGC platform). Brand identity systems for 2 clients. Illustrated a bilingual children's book: ~600 copies sold, 90% in North America.

Ogilvy — Jan 2019 – Apr 2019

Design Intern

- Designed copy-led campaign artwork for 2 leading FMCG brands, turning campaign messaging into finished creative.

/ EDUCATION, CERTIFICATIONS & LANGUAGES

Bachelor's in Design, Communication Design · Banasthali University, India — 2015 – 2019

Startup School: Prompt to Prototype, Google for Startups · Generative AI prototyping — Dec 2025

Applied Behavioural Design, Behavioral Design Academy — In progress

AI for Designers, Interaction Design Foundation (IxDF)

Languages English (Fluent) · Hindi (Fluent)