

Rakesh Isaac

Product Designer

+91-90086 38030 • rakesh.isaac1@gmail.com • rakeshisaac.com

Product Design Leader with 14+ years of experience driving design strategy for enterprise platforms serving 7,000+ customers. I specialize in translating complex technical domains—GRC, Enterprise Architecture, AI—into intuitive experiences that balance business value with user needs. Currently focused on defining interaction patterns for agentic AI and scaling design practice through mentorship frameworks and cross-functional workshops.

PROFESSIONAL EXPERIENCE

Manager, Product Design | January 2025 – Present

ServiceNow

Lead a 7-person design team across GRC and Enterprise Architecture platforms, established mentorship frameworks that accelerated designer growth. Define product design strategy for AI-powered capabilities, including agentic experiences that balance proactive automation with user trust and transparency. Led global design workshops in Amsterdam and built cross-functional alignment processes with engineering and product leadership. Recognized with multiple All Hands awards for team impact.

Staff Product Designer | August 2022 – January 2025

ServiceNow

Led design for Application Portfolio Management, creating data visualization tools that help enterprise customers understand complex technology dependencies across their landscape. Integrated AI-powered pattern detection to surface insights and guide decision-making. Established usability testing practices to validate AI-driven recommendations and ensure transparency in how the system surfaced guidance. Contributed to design system evolution and mentored junior designers.

Lead Product Designer | January 2020 – August 2022

Tact.ai

Defined the voice interface for Tact's AI assistant, enabling hands-free CRM navigation that improved sales rep productivity by 40%. Designed the enterprise admin portal for custom configuration, giving organizations control over AI behavior and workflows. Led cross-functional workshops translating complex requirements into user-friendly interactions, driving adoption of new features across the platform.

EARLIER EXPERIENCE

Sr. User Experience Architect • Hexaware Technologies • May 2019 – Dec 2019

Sr. Information Architect • Publicis.Sapient • Mar 2018 – May 2019

Lead UX Designer • SpurTree Technologies • Jan 2015 – Mar 2018

Lead Visualiser • Klay Schools • Aug 2014 – Jan 2015

Lead Designer • Unplugged India • Sep 2013 – Aug 2014

Designer • Paper Plane Productions • Nov 2010 – Sep 2013

SELECTED IMPACT

- Grew design team from 8 to 15 designers while maintaining quality bar and team cohesion
- Led AI Tools Hangout sessions fostering cross-functional AI adoption across the organization
- Established mentorship frameworks now used across multiple design teams
- Won multiple All Hands awards recognizing team excellence and business impact
- Led global workshops (Amsterdam) building design capability internationally

CERTIFICATIONS & RECOGNITION

Certified Usability Analyst (CUA) • Human Factors International

User Experience Certification • Imagine XP

Aspire to Manage • ServiceNow

Client Impact Award • Publicis.Sapient