GANESH GAIKWAD

Product / UI UX Designer

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PROFESSIONAL SUMMARY

Product designer focused on websites and mobile apps that solve real, everyday problems. I design end-to-end — research, information architecture, user flows, and visual systems — with an eye for the one feature gap competitors overlook. Background in customer operations and e-commerce data management brings a grounded, user-first perspective to product decisions. Seeking early-career product/UX design roles.

SKILLS

Design Tools: Figma, Canva, Framer, Adobe Express

Design Skills: Typography, Colour Theory, Visual Design, Interactive Design, Prototyping, Wireframing, UX Research

Design Process: Information Architecture, Design Systems, Usability Testing, User Flows, Persona Development, Journey Mapping

AI Tools: Claude

PROJECTS

Garantien — Warranty & AMC Tracker App

- Designed an end-to-end mobile app for tracking product warranties and AMC renewals, addressing a gap unaddressed by existing warranty apps.
- Introduced a differentiated "Request Service" feature, closing the gap between tracking a warranty and actually using it.
- Built a complete design system, user personas, flows, and wireframes to support the full product experience.

View case study: behance.net/gallery/253901699/Garantien-A-Warranty-Tracker-App

Washfree — Laundry Marketplace App

- Designed a two-sided laundry marketplace app connecting hostel and PG residents with local laundry vendors.
- Mapped user flows and information architecture covering resident booking and vendor order management.
- Delivered wireframes through high-fidelity UI, establishing the visual and interaction language used across later projects.

View case study: behance.net/gallery/253301525/Washfree-A-Laundry-App

Huddle — Pickup Sports Partner & Court Booking App

- Designed a mobile app for discovering sports partners and booking turfs/courts, tightly scoped around player matching and booking.
- Developed the brand identity end-to-end, including logo and wordmark direction.
- Built core flows for matching players and completing court bookings with minimal friction.

View case study: behance.net/gallery/254003103/Huddle-Pickup-Sports-Partner-App

CERTIFICATIONS

UI/UX Certification — Tutedude
Completed July 27, 2026 | ID: TD-GANE-UI-1724

EDUCATION

B.E., Mechanical Engineering — 2024

Diploma, Mechanical Engineering — 2021

EXPERIENCE

Customer Representative — Account Implementation & Management *Sep 2024 – May 2025*

UPS Logistics, Pune

- Resolved customer queries via voice, chat, and email on Salesforce, handling account, shipment, and service issues.
- Coordinated with internal teams to troubleshoot complex requests and maintained detailed interaction records.
- Ensured clear, professional communication on updates and account status, driving customer satisfaction.

E-Commerce Executive *Oct 2022 – Aug 2024*

EXL Service, Magarpatta, Pune

- Mapped and enriched product data across DAM and PIM platforms, ensuring accurate categorization, attributes, and imagery for product launches.
- Coordinated cross-functional uploads for multiple brands on NEXT.co.uk, driving consistency and readiness across e-commerce channels.