Garima Kalra

Product Designer

San Francisco Bay Area

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Staff Designer with 10+ years of experience designing complex B2B and enterprise platforms. Strong focus on systems thinking, information architecture, and usability, with a track record of improving adoption and business outcomes through cross-functional collaboration.

WORK EXPERIENCE

Staff UX Designer, Fortinet

2021 - Present

- Leading end-to-end design for complex monitoring experiences within Fortinet's ecosystem.
- Partner closely with product, engineering, and customer success to ensure problems are well-defined and solutions are grounded in user needs.
- Influence design quality and decision making through systems thinking and research driven insights.
- Led information architecture redesign to improve discoverability, scalability, and cross-product consistency.
- Simplified complex workflows into intuitive user experiences, contributing to increased adoption and improved customer satisfaction.

UX/UI Designer II, CSG International

2017 - 2021

- Contributed to a large scale redesign effort for a customer care and catalog management platform, enabling users to a modernized platform that helped them complete tasks independently without heavy reliance on documentation.
- Helped run design workshops and critiques
- Contributed to create component library and best practices for the design team.
- Mentored junior designers and helped create an onboarding plan for new designers on the team.

UX/UI Designer, Rand McNally

2016 - 2017

- Designed user-centered solutions for a fleet management and ELD platform in close collaboration with stakeholders using an iterative, user-centered process..
- Improved onboarding flows, reducing common support issues.
- Launched collaboration features that improved driver-fleet manager communication and reduced paperwork.

UX Designer, Senior QA, Synerzip

2011 - 2015

- Progressed from QA Engineer to the first UX practitioner on the team.
- Introduced user-centered design practices through iterative design, usability testing, and feedback.
- Reduced manual testing effort by automating regression test suites.

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SKILLS

Design

Information Architecture, Interaction Design, Systems Design, Visual Design

Methods

User Research, Usability Testing, Heuristic Evaluation, Journey Mapping, User Flows, Design QA

Tools

Figma, Sketch, Zeplin, Adobe CC, Invision, Pendo, SendGrid, UXTweak

CERTIFICATIONS

Nielsen Norman Group (NN/g) : Facilitating UX Workshops, Information Architecture, Journey Mapping, One Person UX Team

Certified Usability Analyst — Human Factors International

Human Computer Interaction — Course era, University of San Diego (Remote)

EDUCATION

UX/UI, Front End Development Bootcamp

2015 - 2016

Designation, Chicago

Masters in Computer Application

2006 - 2009

Amity University, India