

Garima Kalra

Product Designer

San Francisco Bay Area | hello@garimakalra.com | [linkedin.com/in/kalragarima](https://www.linkedin.com/in/kalragarima) | [garimakalra.com](https://www.garimakalra.com)

Product Designer with 10+ years of experience designing enterprise SaaS products. I simplify complex workflows into intuitive, scalable experiences by questioning assumptions, grounding decisions in user research, and applying systems thinking. With a foundation in QA engineering, I bring a deep understanding of system behavior and edge cases, enabling close collaboration with engineers to deliver thoughtful, feasible solutions. I thrive in ambiguity, translating complex customer problems into end-to-end experiences for both customer-facing products and internal tools.

WORK EXPERIENCE

Staff UX/UI Designer, Fortinet | 2025 – Present

Leading product design for FortiMonitor, a cloud-based network and infrastructure monitoring platform. Own end-to-end product design as the sole designer, from customer discovery and product strategy through launch and continuous iteration.

- Designed NetFlow dashboards and topology experiences that transformed complex network data into intuitive visualizations, helping administrators understand network performance, relationships between devices, and investigate issues across globally distributed infrastructure.
- Designed a bulk onboarding experience that replaced API-driven workflows with an intuitive UI, enabling Customer Success teams to onboard large enterprise customers more efficiently.
- Built trust across product, engineering, customer success, and support by bringing customer context into product conversations, influencing roadmap decisions beyond design deliverables.

Senior UX/UI Designer, Fortinet | 2021 – 2025

- Redesigned FortiMonitor's information architecture that improved findability and cross product consistency, creating a foundation that could scale as the platform evolved.
- Introduced Design QA into the development process after identifying recurring implementation gaps, creating a shared quality standard between design and engineering before release.
- Used continuous customer interviews and usability feedback to validate design decisions, uncover usability gaps, and iterate on solutions after launch rather than treating launch as the finish line.

UX/UI Designer II, CSG International | 2017 – 2021

Collaborated with a team of seven designers to modernize and migrate a legacy platform into a scalable SaaS solution. Redesigned complex customer workflows that had become slow, deeply nested, and dependent on manual workarounds.

- Designed two modules—Customer Care and Catalog Management—as part of the platform migration, achieving 100% feature parity while creating a more intuitive self-service experience that reduced reliance on documentation and support.
- Facilitated design workshops, critiques, and cross-functional reviews to align teams and improve design quality.
- Established a UX cleanup initiative with engineering, creating a recurring collaboration process to identify, prioritize, and resolve UX/UI debt through quick-win improvements.
- Contributed to the evolution of the design system and interaction patterns, creating consistent and scalable experiences across products.
- Mentored junior designers and created an onboarding program to help new designers ramp up effectively.

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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.
- Redesigned onboarding experience for fleet managers, reducing friction for first-time users and decreasing support requests.
- Designed and shipped in app collaboration mechanism 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, introducing user-centered design process.
- Reduced manual testing effort by automating regression test suites.

SKILLS

Design: Product Design, Interaction Design, Information Architecture, Systems Thinking, Visual Design

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

Tools: Figma AI, ChatGPT, Claude, Sketch, Adobe CC, Jira, Confluence, Pendo

CERTIFICATIONS

Stanford Online — UI/UX Design for AI Products (In Progress, Expected Completion August 2026)

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 — Coursera, University of San Diego (Remote)

EDUCATION

UX/UI, Front End Development Bootcamp, Designation | 2015 – 2016

Chicago

Master's in Computer Applications, Amity University | 2006 – 2009

India