Abin George Thomas

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Design leader crafting simple, intuitive, and delightful digital experiences.

Summary

15+ years designing and delivering products in cross-functional teams from concept to release, including 4+ years managing on-site and remote design teams. Built Archer's India design team from the ground up, fostered a healthy, high-performance culture, and kept large, fast-moving initiatives on time amid competing priorities.

Shapes product vision with cross-functional partners and drives strategic decisions from analytics and user research. Strong communicator and active listener who builds consensus across Design, Product, and Engineering in India and the US.

Key Achievements

- Managed on-site and remote design teams of 10+, building a healthy, high-performance culture through clear standards, critique, and career development.
- Drove strategic decisions from analytics and user research while supporting product vision with cross-functional partners across India and the US.
- Conducted international user research across the US, Singapore, and Germany, ensuring accessible, user-centered experiences shaped by direct user insight.

Experience

Archer IRM / Principal UX Designer / 2022 - Present

Lead design direction across the GRC platform, shaping product vision with Product and Engineering partners and keeping roadmaps aligned and on time.

- Manage and mentor a team of 11 designers, setting quality standards and sustaining a high-performance, collaborative culture.
- Drive strategic, research- and analytics-informed decisions on complex, fast-moving initiatives.

ServiceNow / Staff Product Designer / Apr 2022 - Oct 2022

Led user-centered design for GRC tools, crafting data-rich interfaces and stakeholder-aligned journeys for complex workflows.

Archer IRM / Senior UX Designer to Manager UX / 2018 - 2022

Built and managed Archer's India design team to 10+ designers and UX writers hiring, onboarding, and career development across on-site and remote members.

- Owned full-lifecycle delivery, from concept to release, keeping fast-moving work on time amid competing priorities.
- Led dashboard modernisation that increased customer NPS by 40%, grounded in user research and analytics.

Intel Corporation / Senior UX Designer / 2016 - 2018

Drove MVP design and design strategy for internal tools, reviewing overall quality and team output.

- Designed advanced data-visualisation and “What-If” apps that simplified complex technical processes for internal users.

Sasken Technologies / Senior UX Designer / Jul 2016 - Oct 2016

Designed user experiences for mobile and web applications, collaborating with product managers and developers to create intuitive interfaces aligned with user goals.

- Conducted usability testing and iterated on designs from user feedback, improving usability across several applications.

Education

Indian Institute of Management, Nagpur
Blended MBA for Working Professionals
2025-2027 (in progress)

Mahatma Gandhi University
Bachelor of Computer Applications
2007-2010

Certification

Certified Usability Analyst (CUA)
Human Factors International
Credential ID 2022-8462

Pragmatic Marketing Certification
Pragmatic Institute (2018)

Core Skills

- **Leadership:** People & Team Management, Hiring & Mentorship, Full Product Lifecycle, On-Time Delivery, Consensus Building, Cross-Functional Collaboration, Roadmap & Prioritisation, Stakeholder management
- **Craft:** User-Centered Design, Interaction Design, Visual Design, UX Research, Usability Testing, Accessibility, Design Systems, Data Visualization, Wireframing & Prototyping, Design Thinking
- **Tools:** Figma, Sketch, Adobe Creative Suite, Jira, Confluence, Slack, HTML/CSS

Pramati Technologies / Senior Interaction Designer / 2015 - 2016

Created user-centered design solutions across multiple products, partnering with cross-functional teams to balance user needs and business objectives.

- Conducted user research, built wireframes and prototypes, and iterated on designs from user feedback.

Alten Calsoft Labs / Senior Software Engineer UI / 2014 - 2015

Designed user experiences for enterprise applications, collaborating with cross-functional teams to meet both user needs and business objectives.

- Conducted usability testing and iterated on designs based on user feedback.

Domy Innovations Cafe / Creative Artist to Manager / 2010 - 2014

Managed creative services and led design for fintech products reaching 5.2M daily users, setting standards and ensuring consistent delivery.

- Advised startups via the Microsoft Accelerator Program, shaping early product strategy.