

Navin Mathew

Enterprise Platforms & Portfolio UX Leadership

Senior UX Manager | UX Strategy & Design Leadership | Coach

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About me

Senior UX leader with 18+ years of experience delivering clarity and scale across complex, regulated, multi-product SaaS platforms.

Proven track record of leading UX at enterprise scale, building high-performing teams, and aligning experience decisions to measurable business outcomes including adoption, support reduction, compliance confidence, and ROI.

Core Leadership strengths

- UX vision & portfolio-level strategy
- People leadership, coaching & performance enablement
- Cross-functional influence (Product, Engineering, Compliance)
- DesignOps, governance & operating models
- Outcome-driven prioritisation & decision-making

UX & Product Capabilities

- UX strategy & journey architecture
- Design systems & experience standards
- UX measurement, ROI & experimentation
- Product roadmapping & trade-off facilitation
- Accessibility & inclusive design foundations

Education

Bachelor of Commerce

Bangalore University

UX Leadership and Strategy

UX Strategy | Leading Effective UX Teams |
Measuring UX & ROI | DesignOps - NN/g

ACC-Certified Coach - International Coaching
Federation

Tools

Figma | Confluence | Jira | Design Systems |
Analytics | AI-assisted UX workflows

Recognition

Best Manager (Q3 2023) | Star Team Award (Q1
2023) | Two-time Hackathon Winner

Leadership philosophy

I lead UX through clarity, systems thinking, and disciplined execution—building teams and operating models that scale and deliver measurable outcomes through strong cross-functional alignment.



Experience

UX Manager

Since Feb 2020

PowerSchool

(Global K12 SaaS platform)

Scope

- Set UX direction across portfolios; enable designers and writers through clear standards, critique, and decision frameworks
- Partner with senior Product and Engineering leaders on prioritisation and UX investment decisions
- Integrate UX standards into design systems for consistency, accessibility, and scale

Impact

- Reduced customer support calls by 57% through UX clarity and workflow improvements
- Strengthened customer retention by improving UX alignment for state and regulatory compliance
- Increased delivery efficiency by ~20% via AI-assisted UX workflows and standardisation
- Reduced review cycles by 30% through UX standards, governance, and operating rhythms
- Delivered 15–24% estimated ROI on AI-driven UX initiatives (onboarding, accuracy, task success)

Previous experience

Technical Writer | UX Writer | Principal UX Writer

Multiple companies

(eCommerce / International
Trade / Analytics / FinTech)

2008 - 2020

Built and scaled content and UX systems; established voice, terminology, and early UX standards; transitioned into UX leadership roles.