VENU MAJJI

UX DESIGN & RESEARCH LEADER

Enterprise UX Strategy • User Research • Design Leadership • Human-AI Interaction (HAII)

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CAREER SUMMARY

UX Design and Research Leader with 20+ years of experience advancing enterprise product strategy, user research, UX/UI design, accessibility, and human-centered digital experiences. At Oracle NetSuite for 2.5 years, leads UX Design and Research teams while guiding the practical adoption of AI tools for design exploration, prototyping, documentation, accessibility reviews, and workflow efficiency. Pursuing a PhD in Human-AI Interaction (HAII), focused on human-centered AI and AI-assisted user experiences. Brings a strategic blend of UX leadership, product design, research rigor, and emerging-technology perspective.

20+ Years in UX Design & Research

35+ Projects handled (D&R)

25+ Client/Customer Interviews

60+ Research/Design sessions

CORE COMPETENCIES & TECHNOLOGY EXPERTISE

- **UX Strategy & Leadership**
  UX Strategy | Product Strategy | Enterprise UX | Customer Experience | Stakeholder Management | People Leadership
  Tools: Figma, FigJam, Miro, Jira & Confluence
- **UX Design & Research**
  Product Design | UX Research | User-Centered Design | Usability Testing | Design Systems | Design Thinking | Heuristic Evaluation | UX Metrics & Analytics
  Tools: Dscout, UserTesting, Maze & Qualtrics
- **AI & Human-AI Experience**
  Human-AI Interaction | AI-Assisted UX | AI-Powered Enterprise Workflows | Enterprise AI Usability | AI-Assisted Research & Synthesis | Responsible AI & Usability Standards
  Tools: ChatGPT Enterprise, Claude, Gemini, Figma AI, Emily, Eleven Labs & NotebookLM
- **Accessibility & Delivery**
  AI-Assisted Accessibility & WCAG | Agile | Scrum
  Tools: Oracle APEX, VPAT's, Screen Readers (Jaws, NVDA & AXE)

EDUCATION

- **PhD — Human-AI Interaction**
  2025 – Present | Pursuing | EMR Category
- **MCA — Master of Computer Applications**
  Bharathidasan University | 2002
- **B. Sc. — Computer Science**
  Andhra University | 1999

PROFESSIONAL EXPERIENCE

Oracle | User Experience Manager

Feb 2024 - Present • Hyderabad, India

- Lead UX Design and Research teams through people leadership, priority and capacity management, career coaching, blocker removal, and delivery governance.
- Promote a culture of accountability, collaboration, continuous learning, and high-quality execution across UX Design and Research.
- Partner across functions to align customer empathy, operational discipline, and user-centered product execution.

Rocket Software | Manager, UX

Jun 2020 - May 2023 • Hyderabad, India

- Established and scaled a dedicated UX Research function from a solo practice to a team of 10+ researchers using UCD techniques.
- Directed UX strategy for major product launches and introduced design-system practices to strengthen consistency and delivery.

Dell Technologies (SPSOFT)| Technical Architect

Jun 2019 - Jun 2020 • Hyderabad, India

- Advocate UX best practices at the executive level, ensuring user-centric design principles influence the broader product roadmap for Dell Premium customer website

Accenture | Associate Manager

Jul 2009 - Feb 2019 • Bengaluru, India

Rising Solutions | Senior UX Designer

Mar 2005 - Jun 2009 • Chennai, India

Cosmosoft | Web Design Consultant - Freelancer

Oct 2002 - Mar 2005 • Chennai, India

AWARDS & RECOGNITION

- Good Samaritan — Accenture CMT Excellence Award
- Path Finder — Accenture CMT APEX Award Customer
- Delight — Accenture (Microsoft Client)

KEY ACCOMPLISHMENTS

Leadership outcomes, expertise and professional foundations

SELECTED CAREER IMPACT

- Collaborated with Product Management, Engineering, Data Science, and Design Systems teams to define scalable AI interaction patterns, responsible-AI principles, and usability standards
- Guided UX team in using AI tools for research synthesis, prototyping, content design, accessibility reviews, and documentation, improving design-delivery efficiency by 15–25%
- Built and mentored a multidisciplinary UX team of 30+ members, leveraging AI-assisted workflows to improve project-delivery efficiency by 20% and earn two excellence awards
- Promoted a user-centered, design culture that increased overall product user satisfaction by 30% and user engagement by 15%
- Led heuristic evaluations across major products, using AI-assisted analysis to identify and resolve critical usability issues, resulting in a 22% improvement in task-success rates, usability scores, and task-completion time
- Established usability benchmarks and measurement practices that delivered a consistent 15% year-over-year improvement in key usability metrics across Tier-1 and Tier-2 products.
- Evaluated AI-assisted experiences for workflow automation, business insights, and decision support, improving task-success rates by 15–25% and reducing task-completion time by 10–20%
- Advocated data-driven, design by applying research insights, product analytics, and AI-assisted synthesis to strengthen design decisions and improve product outcomes.
- Served as Japan and Asia Pacific Program Coordinator for an enterprise empathy and customer-centricity initiative, organizing 15+ virtual learning sessions; personally facilitated 8 sessions and mentored 4 UX designers to independently lead future sessions.
- Elevated organizational culture and cross-functional alignment through the successful execution of 16+ CSR and employee engagement programs, alongside 4+ structured customer visits.

INDUSTRY & PRODUCT DOMAIN EXPERTISE

- **Enterprise SaaS**
- **Human Capital Management (HCM)**
- **Financial Management**
- **Inventory & Fulfillment**
- **Banking & Insurance**
- **Field Service Management (FSM)**
- **Telecommunications**
- **E-commerce**
- **Content Management Systems**
- **Automotive**

GLOBAL EXPOSURE

Travelled to Finland and Sweden for executing the client assignments.

LEADERSHIP TESTIMONIALS

- His blend of operational rigor, people skills, AI innovation, and human-centered strategy makes him an invaluable leader for any UX organization.

  Sam (UX Research Director@Oracle)

- Venu as part of our UX leadership team, where he has been an integral and dependable leader. He consistently delivers on a broad set of projects and operational responsibilities while enabling team execution, collaboration, and engagement.

  Shrikant (Director User Experience Design@Oracle)

- He is a quick learner, committed and leads his team by example. His leadership style was unique, democratic yet assertive.

  Mahesh (Program Director @Virtusa)

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