

NAVIN MATHEW

Senior UX Leader · Portfolio & People Leadership · Enterprise SaaS

navin.matthew@gmail.com

navinmatthew.com

/linkedin.com/in/navinmatthew

ABOUT ME

Senior UX leader with 18 years of experience in enterprise SaaS, including six years leading UX at PowerSchool across 18 product teams.

I build UX organisations, operating models and product experiences that connect customer needs with business outcomes. My leadership spans portfolio UX strategy, people development, UX governance and the practical integration of AI into product experiences and design workflows.

At PowerSchool, I introduced AI-assisted research, UX writing and documentation workflows, contributing to 45% shorter delivery timelines. I have also led UX strategy for AI-enabled platforms, including human-in-the-loop decision systems for student safety and escalation.

My work has contributed to 57% fewer customer support calls and 20% better design-to-ship efficiency. I focus on helping teams use AI to improve how products serve people and how product organisations deliver value - while keeping human judgement central to consequential decisions.

CORE STRENGTHS

- **UX Leadership:** Portfolio UX Strategy · People Development · Executive Influence · Organisational Change
- **AI & Product Experience:** AI-Enabled UX · Human-in-the-Loop Design · AI-Assisted Workflows · AI Product Strategy
- **Design Operations:** UX Operating Models · DesignOps · Research and Documentation Automation · UX Governance · Product & Business: Customer Research · Product Strategy · Roadmap Decisions · Customer and Business Outcomes
- **Tools:** Figma · Jira · Confluence · UX Analytics

EXPERIENCE

PowerSchool

Feb 2020 - Apr 2026

UX Manager

5 direct reports · 18 product teams · Global K-12 SaaS platform

- **AI-assisted UX operations:** Introduced AI into research synthesis, UX writing and documentation workflows, adapting UX practices to reduce manual effort and shorten delivery timelines by 45%.
- **Human-centred AI adoption:** Integrated AI-assisted workflows into everyday UX activities, evolving team practices to combine automation with designer judgement, review and accountability.
- **Portfolio UX operating model:** Built shared UX standards, intake processes and review practices across 18 product teams, replacing inconsistent team-by-team approaches with a more coherent operating model.
- **People and capability development:** Led and coached a five-person UX team, establishing career paths and development plans to strengthen individual capability and progression.
- **Strategic product partnership:** Brought customer problems, delivery risks and UX opportunities into Quarterly Business Reviews, helping Product and Engineering leaders balance customer needs, technical constraints and business priorities.
- **Measurable customer and delivery outcomes:** Contributed to a 57% reduction in customer support calls and a 20% improvement in design-to-ship efficiency through documentation, onboarding and administrative-workflow redesign.

EARLIER EXPERIENCE

Experience across customer and technical support, technical writing, UX writing, and information architecture at Sony, Hewlett Packard, Thomson Reuters, Harman, Citrix R&D, Netcore Unbx, and BridgeUX.

This work built a strong foundation in enterprise content systems and complex SaaS products.

SELECTED INITIATIVES

Bell the Bull · AI Student Safety Intelligence Platform

EdTech / AI Governance

Led UX strategy for an AI-assisted student safety and escalation platform, defining risk-classification and intervention workflows that supported human review and decision-making. Shaped the experience architecture around risk indicators, student overviews and risk scorecards to help users interpret signals and determine appropriate next steps.

Engineering-validated; awarded First Place and People's Choice at the corporate hackathon.

Apollo 24/7 · Healthcare Booking Experience

UX Research / Redesign

Evaluated the doctor booking journey, identifying 22 usability issues and prioritizing improvements.

A 25% conversion lift, reduced abandonment and support dependency

Acme Analytics · Enterprise Security Intelligence Platform

Cybersecurity / AI

Led UX strategy for an AI-driven security platform, redesigning analyst workflows to surface high-priority threats faster.

Up to 90% faster threat response workflows.

NorthStar · District Planning & Curriculum Intelligence Platform

Education Technology / Enterprise UX Strategy

Led UX strategy for a K-12 district planning platform, aligning strategy, curriculum, operations, and intervention workflows into a unified operating model.

Synthesized research across 96 stakeholders, 120+ planning documents, and 56 interviews to identify systemic gaps and define a connected planning experience.

EDUCATION

Bachelor of Commerce - Bangalore University

CERTIFICATIONS & TRAININGS

- **NN/g:** UX Strategy & Portfolio Leadership · Leading Effective UX Teams · Measuring UX & ROI · DesignOps & UX Governance · Essential Foundation in UX
- **ICF:** Associate Certified Coach (ACC)
- **AgileBrain:** Certified Professional
- **Reforge:** Product Strategy · AI Product Leadership · AI Strategy · AI Evals
- **Current:** AI-Integrated UX Workflows - Advanced Practitioner Training