

Chaitanya Reddy Jambuluri (CJ)

Product Design · AI-Powered Products · Enterprise Software · Global Team Leadership

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PROFESSIONAL SUMMARY

Product design leader with 17 years of enterprise experience and 8+ years managing and leading design teams. Specializes in high-trust, high-stakes AI-powered workflows where clarity and user confidence are non-negotiable. Track record of building design organisations from zero, deploying AI into SDLC before it became standard practice and maintaining a high craft bar across distributed teams. Comfortable operating as a strategic partner with leadership and equally comfortable at the pixel level when it matters.

17 years product design · 8+ years managing design teams · AI-integrated SDLC · Global org-building

CORE COMPETENCIES

AI & Emerging Practice	AI-powered product experiences · Agentic AI workflows · Human-centered AI design · AI governance in UX · LLM-assisted research synthesis · Code generation tooling
Leadership & Org Design	Design org architecture · UX team building at scale · Hiring pipeline development · Career frameworks · Performance management · Distributed team leadership
Strategy & Vision	Product strategy & roadmap · OKR alignment · Design systems governance · Growth & experimentation · Engagement & retention design · Dual-track Agile
Craft & Execution	Interaction design · Information architecture · Service design · Design systems · Accessibility (WCAG) · Storytelling & vision communication
Business Fluency	Budget & P&L ownership · Cross-LOB resource planning · ROI of design · Executive-level communication · Change management
Tools	Figma · Builder.io · Claude · ChatGPT · MS Copilot · Jira · Alchemer

PROFESSIONAL EXPERIENCE

Senior Manager, User Experience · CBRE Group Inc. · Richardson, TX, USA *May 2022 – Present*

Design strategy, AI-integrated operations and roadmap ownership across a 15-product enterprise portfolio serving two business segments.

- Cut design-to-development cycles by 60% by integrating agentic AI workflows for research synthesis, spec generation, and prototyping into the end-to-end SDLC.
- Defined and owned product design strategy and roadmap across 6 strategic products aligned to executive OKRs and measurable business outcomes across 2 Lines of Business.
- Deployed a shared UX measurement framework across 15 digital products - engagement metrics, retention signals, task success rates, and A/B experiment readouts - giving Design, Product and Engineering a common data language for growth decisions.
- Reduced time-to-market by 30% across 3 delivery cycles by redesigning cross-functional handoff workflows and compressing review cycles from research through production-ready spec.
- Managed a team of designers and researchers while navigating through significant organizational change and AI-driven restructuring, including performance exits and headcount reductions
- Designed and ran cross-functional NN/g training programmes reaching 66 team members across Product, UX, Engineering, and Change Management — 76% rated the training highly relevant, with post-survey data directly shaping the next learning roadmap covering AI/ML design, data-driven decision making, and usability testing; supported 50 team members in achieving NN/g Master certification including AI specialisation.
- Established cross-functional product councils aligning AI strategy with go-to-market decisions across 3 Lines of Business; presented design investment cases directly to VP and C-suite stakeholders.

- Built a 1,500-participant research pool supporting high-velocity qualitative and quantitative research across product teams.

Manager, User Experience · CBRE Group Inc. · Hyderabad, India (APAC) *Apr 2020 – Apr 2022*

Founded and scaled CBRE's APAC product design function from zero - a full org-design and change management programme that built a 20-person team across India, China, and Australia in under 2 years.

- Recruited, structured, and operationalised a 20-person UX design and research team across 3 countries and multiple time zones, establishing role architecture, onboarding, and ways of working entirely from scratch.
- Delivered design quality across 3 Lines of Business by orchestrating resource allocation, IA standards, and UX tooling across all APAC product teams.
- Owned UX for CBRE's Property Management suite - a globally deployed platform used daily by thousands of enterprise professionals - through journey-mapping-led redesign improving information discovery and cross-team collaboration.
- Embedded WCAG accessibility standards and inclusive design practices into Agile ceremonies across product teams.

Manager, User Experience · Infosys Ltd. · Hyderabad, India *May 2018 – Feb 2020*

Built Infosys Digital's UX practice from a delivery unit into a strategic consultancy - establishing the methods, client engagement model, and team culture that generated multi-million dollar enterprise engagements.

- Secured multi-million dollar annual programmes from NextEra Energy, Tomra, and SCI; managed a portfolio of 10+ active enterprise accounts across concurrent engagements.
- Grew and developed a team of 10+ designers and researchers, advancing multiple members into UX leadership within 18 months.
- Delivered enterprise software UX across energy, waste management, and services verticals spanning North America, Europe and APAC.

Senior Designer, User Experience · Oracle Corporation · Hyderabad, India *Oct 2016 – Apr 2018*

Led end-to-end product design for a cloud-based capital planning platform (\$6B+ revenue) deployed across enterprise clients in 30+ countries.

- Designed enterprise capital planning UX - IA, interaction design, and WCAG-compliant component patterns - through iterative lean design cycles for a globally deployed product.
- Developed Oracle's corporate UX design guidelines, pattern libraries, and accessible component libraries adopted across desktop and mobile applications company-wide.
- Built a mixed-methods research practice: A/B tests, usability studies, card sorts, contextual interviews, and persona development producing evidence-based design decisions before release.

Teaching Assistant, Strategic Design · Rhode Island School of Design · Mysore, India *Apr 2019*

Handpicked by faculty to assist in delivering the Strategic Design certification programme - one of the few practitioners invited to contribute at faculty level within the same programme cycle.

EARLIER CAREER

Founder & UX Design Practitioner · Independent · USA, Korea, Vietnam, India · 2015–2016

Oracle Apps CRM Senior Consultant · Infosys Ltd. · 2012–2015

Oracle Apps SCM Consultant · Tech Mahindra · 2007–2012

CREDENTIALS & EDUCATION

- Master Certificate, User Experience & UX Management · Nielsen Norman Group (NN/g) · *Dec 2023*
- Strategic Design Certification · Rhode Island School of Design (RISD) · *2019*
- Post Graduate Diploma in Management · Symbiosis International University, Pune, India · *2005–2007*
- B.Tech, Mechanical Engineering · Jawaharlal Nehru Technological University, India · *2001–2005*