

Karen Thorat

Principal Product Designer

London, UK | +44 7352 463310 | karen.a07@gmail.com
linkedin.com/in/karenthorat | karenthorat.design

Designing enterprise products that simplify complexity

Principal Product Designer with 20 years of experience designing complex enterprise and consumer digital products across international markets. I simplify regulated systems and transform business complexity into intuitive digital experiences that improve operational efficiency and user confidence.

Career Highlights

Complex Systems
Simplified enterprise products across immigration, healthcare, HR and compliance.

Product Strategy
Connected user needs, business goals and technical constraints.

Design Systems
Built scalable component libraries that accelerated delivery.

Global Enterprise Products
Designed products for the U.S., UK, Singapore and Indian markets.

Leadership
Mentored designers and improved organisational UX maturity.

Business Impact
Reduced operational friction through user-centred product design.

Areas of Expertise

PRODUCT STRATEGY

Product Discovery | Product Vision | Outcome-driven Design

UX LEADERSHIP

Design Direction | Team Mentoring | Cross-functional Leadership

ENTERPRISE SAAS

Complex Workflows | Data-rich Interfaces | Role-based Access

RESEARCH

Journey Mapping | User Research | Information Architecture | Usability Testing

DESIGN SYSTEMS

Reusable Components | Documentation | Design Governance

STAKEHOLDER MANAGEMENT

Workshop Facilitation | Executive Communication

International Product Experience

United States
Led UX for enterprise immigration and compliance products serving 50+ law firms and 100+ users.

United Kingdom
Freelance UX Consultant with a London-based travel technology company, designing digital travel experiences.

Singapore
Conducted onsite user research and stakeholder interviews to inform product strategy and design decisions.

India
Designed enterprise SaaS products across healthcare, HR technology, compliance and learning platforms.

Professional Experience

User Experience Head

JUL 2022 — PRESENT

Software Pundits Pvt. Ltd.

Enterprise SaaS platform serving 50+ U.S. immigration law firms and 100+ attorneys, paralegals, HR teams, employers and beneficiaries. The Imagility ecosystem simplifies immigration, I-9 compliance, talent acquisition and case management across highly regulated legal processes.

Key products: Imagility Immigration Portal · I-9 Compliance · Forms Builder · Petition Builder · Talent Acquisition · EVGA College Search Mobile App

- Defined UX strategy across the Imagility product ecosystem — Immigration, I-9 Compliance, Talent Acquisition, Forms Builder, Petition Builder, RFE Module, EVGA Mobile App and global country solutions.
- Partnered with Product, Engineering, QA, Customer Success and business stakeholders to align user needs with product priorities.
- Established scalable design systems, reusable Figma component libraries and UX governance across products.
- Introduced user research, usability testing and feedback loops to continuously improve customer experience.
- Mentored designers and fostered a collaborative design culture focused on solving complex enterprise problems.

UX Engineering Associate Manager

AUG 2021 — JUL 2022

Accenture

Contributed to the UX of Tech Expressway, Accenture's pre-onboarding and technology upskilling platform for Associate Software Engineers — supporting approximately 17,000 entry-level engineers annually across Accenture's Advanced Technology Centers.

- Led UX activities across Tech Expressway, Career Portal, Buddy Connect and Cohort Communities.
- Collaborated with HR, Product Owners, Engineering and QA to improve the end-to-end onboarding journey.
- Designed reusable interaction patterns and UI components to improve consistency across internal products.
- Facilitated design reviews and stakeholder workshops; mentored designers and supported project estimation and planning.

UX Analyst

FEB 2008 — DEC 2018

Cybage

Product engineering company partnering with 250+ global clients across healthcare, media, travel, retail, fintech, logistics, software and enterprise technology.

Key products: Healthcare Applications · Learning Management Systems · Compliance Platforms · Enterprise Business Applications · Khaleej Times Mobile App (UAE) · Media & Publishing Platforms

- Conducted user research, stakeholder interviews, information architecture, journey mapping, wireframing and interaction design.
- Partnered with clients, Business Analysts, Product Managers and Engineering teams throughout the product lifecycle.
- Designed enterprise workflows across healthcare, compliance, publishing and learning platforms, balancing user needs, technical constraints and business objectives.

Independent UX Consultant (Freelance)

AUG 2019 — MAY 2020

Travel Cue

Travel technology company focused on improving digital travel experiences for international travellers across the UK and Singapore.

- Worked with the London-based product team as a freelance UX Consultant; conducted onsite user research and stakeholder interviews in Singapore to validate product direction.
- Designed user journeys, wireframes, prototypes and interaction flows; collaborated with Product and Engineering teams to translate research insights into product improvements.

Education & Additional Experience

Bachelor of Fine Arts (Illustration)
Abhinav Kala Mahavidyalay

Creative Artist
Iopsis Software · 2006–2008

Certified Usability Analyst (CUA)
Certified Experience Analyst (CXA)

Graphic Designer
CC Tech School · 2004–2006

DOMAIN EXPERTISE

Enterprise SaaS | Immigration Tech | Compliance | HR Technology | Healthcare | Learning Platforms | Publishing