

Santhusha Mallawatantri

Research-Led Product Designer | Complex & Intelligent Systems

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Research-led product designer who takes complex digital systems from ambiguity and user research through interaction architecture, visual craft and implementation-ready design. Experienced across established enterprise platforms, zero-to-one products and emerging AI-enabled experiences, with outcomes including 40% higher customer satisfaction, 28% stronger client retention and 25% faster time-to-market. Combines systems thinking with brand and interaction craft to make intelligent products clear, trustworthy and engaging.

AREAS OF EXPERTISE

- Product Strategy & Discovery
- UX Research & Synthesis
- Information & Interaction Architecture
- Complex Systems & Enterprise UX
- AI, Conversational & Emerging UX
- Design Systems & Component Strategy
- Prototyping & Usability Testing
- Visual, Brand & Interaction Design
- Cross-functional Product Delivery

PROFESSIONAL EXPERIENCE

STANDARD | Remote

Colombo, Sri Lanka

Senior Product Designer (Contract)

Jul 2025 – Present

- Lead end-to-end product design for Dord and StandardOS, translating ambiguous requirements into research plans, journey models, interaction architecture, high-fidelity prototypes and implementation-ready specifications across fintech, healthcare, retail, travel and enterprise products.
- Increased FitsAir user retention by 23% by redesigning a conversational interface around clearer prompts, task progression, feedback and recovery states.
- Increased design delivery throughput by 30% by standardising discovery, critique, documentation and engineering-handoff workflows across concurrent product initiatives.
- Established a unified design-system foundation across StandardOS, creating reusable patterns and governance for scalable client deployments and future product integrations.

i-CONTEXT Pty Ltd | Remote

Delaware, USA

Product Designer

Sep 2023 – Jun 2025

- Reduced time-to-market by 25% by introducing agile UX practices and a unified design system across VAC, a deskless learning-management platform.
- Increased customer satisfaction by 40% by redesigning onboarding and clarifying account setup, navigation and first-use guidance.
- Improved client retention by 28% by auditing and stabilising the end-to-end UI, resolving inconsistent navigation, hierarchy, responsiveness, empty states and interaction feedback.
- Designed and delivered zero-to-one and major-revision products including Dnata DC Connect, AI-proctored learning experiences and a reusable email-template system, from research and architecture through visual design and engineering handoff.
- Managed concurrent design programmes for SLT Telecom, TVEC and the Ministry of Education, aligning stakeholder requirements with coherent, scalable product decisions.
- Collaborated with UrsaLeo and NVIDIA Omniverse UK stakeholders to design digital-twin learning products for aviation organisations in Sri Lanka and New Zealand, using licensed Airbus aircraft assets.

WSO2 | Hybrid

UI/UX Intern - Identity & Access Management

Colombo, Sri Lanka

Jun 2022 – Jun 2023

- Served as the first UX/UI intern within WSO2's Identity and Access Management business unit, establishing research, audit and design practices for Asgardeo.
- Identified 33% more actionable UX issues through structured audits of Asgardeo's B2B and B2C journeys, improving visibility of usability and interaction risks.
- Improved user satisfaction by 20% by researching and redesigning the Connections feature with clearer relationship models, interaction flows and feedback.
- Designed Asgardeo Connections v4 and defined scalable interaction patterns for v5 and v6, aligning product, engineering and design stakeholders.

ALTRIA CONSULTING | On-site

Data Analytics Summer Intern

Colombo, Sri Lanka

Jun 2021 – Oct 2021

- Developed DDL scripts for Oracle and SQL Server migrations to Snowflake, improving schema compatibility and supporting cloud data integration.

Arimac | On-site

Platform Experience Tester

Colombo, Sri Lanka

Jan 2021 – May 2021

- Contributed to a 63% improvement in customer retention and repeat engagement by testing and auditing platform and in-game experiences.

TEACHING & RESEARCH EXPERIENCE

INFORMATICS INSTITUTE OF TECHNOLOGY

Visiting Lecturer (Part-Time)

Colombo, Sri Lanka

Sep 2024 – Present

- Deliver undergraduate teaching in HCI, usability evaluation, web development, IoT and client-server architecture across University of Westminster and Robert Gordon University programmes.
- Mentored 100+ HCI students across three cohorts, guiding them to apply research and usability principles through prototyping, evaluation and evidence-based product-design decisions.
- Supervised 20+ final-year computing dissertations covering HCI, human factors, ergonomics, mixed reality and simulation-based experiences.
- Published peer-reviewed research papers in Human-Computer Interaction, Human Factors, Ergonomics, Mixed Reality and Simulation on IEEE Xplore.

EDUCATION

UNIVERSITY OF NOTTINGHAM

MSc Human-Computer Interaction - Predicted Distinction

Sep 2025 - Sep 2026 (expected)

UNIVERSITY OF WESTMINSTER

BSc (Hons) Computer Science with Industry Experience - First Class Honours

Sep 2020 – Aug 2024

ADDITIONAL SKILLS

- **Tools:** Figma, Miro, Axure, Adobe Creative Suite, SQL, Snowflake
- **Technical:** HTML5, CSS3, JavaScript, TypeScript, React, Next.js, MongoDB, Git, GitHub, Java, Python, C#, C++
- **Methods:** User research, usability testing, heuristic evaluation, journey mapping, information architecture, wireframing, prototyping, interaction design, design systems, agile UX
- **Domains:** Enterprise, B2B/B2C, fintech, healthcare, education and L&D, travel, retail, security, banking, digital twins and mixed reality
- **Languages:** English, Sinhala