

Mansi Agarwal

Senior Product Designer

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SUMMARY

Strategic product designer specializing in modernizing legacy platforms in complex, regulated environments. I turn ambiguity and competing constraints into scalable systems and workflows that support long-term product evolution.

PROFESSIONAL EXPERIENCE

SPACE AND FLOW INC. - Design & Strategy Consultancy

Remote

Senior Product Designer

Oct 2023-Present

Client: WCG Clinical Services - eReview Manager

- Diagnosed why a complex clinical trials platform had been stuck for over a year. Simplified it into modular components, going from zero shippable designs to active development in 3 months.
- Consolidated multiple submission workflows into one flexible system, cutting submission entry time by 23%.
- Redesigned permissions from static role mapping to reusable building blocks that scale to any new user type, enabling 110+ client organizations to onboard onto the platform.
- Stripped back IRB reviewers' habitual workflows to what's actually needed to approve clinical trials, producing the roadmap for migrating the legacy review system into eReview Manager.

Product Designer

Oct 2021-Sept 2023

Client: Haven Technologies, B2B Life Insurance Platform (MassMutual subsidiary)

Underwriting Rules Configurator (0→1)

- Architected the first UI for a complex underwriting process that previously lived entirely in code. Made it accessible to three distinct user groups and reduced insurance product build time from ~2 years to 90 days
- Turned three conflicting visions into one phased build plan through collaborative sketching sessions with devs, business users, and PMs

Actuarial Pricing Tool

- Kept the tool's complexity intact for expert users. Added what was missing: projection notifications, in-system file editing, and faster navigation

SKILLS

Figma · Systems Design · Product Strategy · UX Design · Workshop Facilitation · User Research

Cross-Functional Collaboration · Stakeholder Management · Information Architecture · Prototyping

EDUCATION

CARNEGIE MELLON UNIVERSITY

Pittsburgh, PA

Bachelor of Science in Human-Computer Interaction

Aug 2017-May 2021

First graduate of CMU's BS in HCI program