

Ishaan Kumar

5+ years · **Innovaccer** · Healthcare B2B SaaS

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EXPERIENCE

Senior Product Designer - Innovaccer Jan '24 - Present

Workflow Automation (Journey Builder) · Healthcare Reporting (InReport)

- Owned the full design of Journey Builder end to end: IA, UI, content guidelines, dashboard, **onboarding 5 new customers** within 6 months of launch.
- Freed up engineering for higher-priority work by designing a self-serve developer portal for custom triggers and actions, **cutting redundant engineering effort by ~50%**.
- Drove strategic design decisions across Care Management, Ticket Management, Report Management, Provider-Patient Workflows, and Quality Management, contributing to **1M+ journey executions** within a 6 months of launch.
- Cut payer data export turnaround by **~40%** with Payer Export Manager, converting stored clinical data into required JSON formats and replacing fragmented cross-team handoffs with one owned workflow.
- Designed Atlas InReport, an **AI-native MSSP dashboard** introducing a conversational interface for tracking clinical data captured for CMS reporting, spanning user stories, dashboard flows, hi-fi mockups, AI agent design, and next-best actions.

Product Designer - Innovaccer Jul '21 - Dec '23

Campaign Management (Outreach)

- Supported the Lead Designer through early-stage product development, bridging Product and Engineering while delivering against live customer requests.
- Led end-to-end dashboard design across 3 customers, enabling tracking of **~500K outreaches** per month.
- Designed the IVR micro-service, enabling **~100K voice calls** to patients per month.

Design Intern - Design Avenue Oct '20 - Dec '20

- Worked with a Senior Designer to deliver high-end website designs for various clients in agriculture and printing sector.

Design Intern - Innovaccer May '20 - Aug '20

- Mapped out the complete flow for ‘Care Management’ along with Design Head for ‘Value’ vertical.
- Transitioned to ‘Outreach’ working along with a Lead Designer handling regular customer request and product enhancements.

Design Intern - Zubi.io Sep '19 - Nov '19

- Worked as a sole designer for a nascent startup for a blockchain and Web3 product, creating prototypes, style guides, and wireframes for the mobile app.

ABOUT

5 years designing healthcare B2B SaaS across campaign management, CRM, workflow automation, ticket management, dashboards, and reporting. Started as an engineer, it still shapes how I scope and ship.

It is important to understand the system thoroughly before deciding an approach. Good design is about hitting the right balance between business needs and feasibility.

EDUCATION

B.Tech, Mechanical Engineering

LNM Institute of Information Technology

Jul '17, Jul '21