

I'm Syed Anees, Product designer who makes expensive problems disappear

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Product designer with 11+ years across enterprise SaaS, healthcare and consumer products, the last five at Freshworks designing AI agent, copilot and omnichannel experiences for Freshdesk and Freshservice. I turn ambiguous, cross-team problems into reusable systems and ship AI features end to end with product and engineering leadership. I prototype in code with AI tools to test ideas before they cost engineering time.

Experience

Lead product designer | Freshworks

JUL 2021 - PRESENT

Omni Channel Experience: Led the channels framework in unified Freshdesk Omni, a shared set of setup and conversation patterns so each new chat channel no longer needed its own custom design. Ran discovery across 337 customer records tied to \$8M+ in ARR to shape the channel roadmap. Five channels were built on the framework: WhatsApp, Facebook, Instagram and SMS launched, and Apple Messages for Business was held back. Across 1,716 accounts using Omni chat channels, Facebook reached 23.7% adoption and WhatsApp 17.7%, and WhatsApp setup completion reached 75.2%.

Copilot Reply Suggester: Sole designer for a confidence-gated AI reply suggestion feature inside the agent copilot, shipped within a 90-day feature push. Designed when the AI interrupts, how suggestions resolve against an agent's draft, editor lock states and admin controls. Suggestions served grew 2.8x in one month (117K in August to 324K in September), and accepted replies grew 3.3x.

AI Agent Studio, Workflows: Designed the end-user experience of AI agents, including how conversations move between AI and human agents, and the builder tools admins use to set them up: workflow triggers, rich elements and custom functions. Created CAFE (Conversational AI Framework and Experience), the framework for designing AI agent conversations.

Product Designer, Health care | m.Doc GmbH

JAN 2021 - MAR 2022

Built design system for mobile, fast tracking design-to-dev handoff time • Built gamified app to boost children's health tracking engagement • Collaborated with German teams to meet healthcare compliance

Lead UX Designer | Uxmint LLP

JUL 2017 - JAN 2021

Delivered 14+ projects for enterprise and consumer clients • Created UI course taken by 500+ students • Mentored UX design aspirants • Collaborated with leading international retail brands via Alshaya to customise and launch e-commerce apps for the MENA market.

UX Designer, VR | XR Labs

MAR 2016 - DEC 2016

Designed an immersive training simulation for Siemens Gamesa, reducing training costs and time for wind turbine engineers • Partnered with 3D designers and developers to integrate cinematic storytelling in Unreal Engine, delivering an engaging, realistic VR learning environment

UX & UI Designer | Kutung Design Labs

FEB 2015 - FEB 2016

Collaborated with a team of 12 to build Authorcafe, a cloud-based word processor enabling researchers, scientists, and scholars to write, collaborate, and publish research papers.

Skills

Design

Product design • UX • UI • Interaction design
• Design systems • Prototyping • User research

AI & Conversational

Agent design • Copilot and assistive UX • Conversational UX • Confidence-gated AI patterns

Strategy & Domain

0 to 1 systems thinking • Platform frameworks • PLG design • Enterprise SaaS • B2B/B2C

Tools

Figma • Framer • Claude Code • Cursor • Userpilot • Bagel AI • Maze • Heap Analytics
• Power BI

Tools

Figma • Framer • Maze • Photoshop • Heap Analytics • Power Bi • Illustrator • Miro • Other AI tools (for research, prototyping, and content generation)

Education

B.Sc. Visual Communication

Madras university, Chennai

APRIL 2014

Certified UX Designer

Uxmint Design research academy

JUL 2016