

Neha Chhillar

Product Designer · B2B SaaS · Cybersecurity · AI-Native Workflows

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SUMMARY

Product designer with 3+ years building AI-first B2B SaaS; founding designer at two companies (Infosec Ventures and TexlaCulture). I design products where automation and the user share control: deciding where models act, where humans approve, and how trust is kept. Solo design lead on the AI-native redesign of a 10-year-old security platform whose legacy product serves 100+ enterprise clients globally; the redesign is now in beta with 10 clients migrated. Comfortable building alongside engineering with Cursor and Claude.

EXPERIENCE

Infosec Ventures · Product Designer · Gurgaon, India (Remote-friendly) **Jul 2024 – Present**

First product designer at Infosec, leading the AI-native redesign end to end, from research and IA to interaction design and design systems, prototyping and shipping alongside 1 PM and 8 engineers.

- Designed the AI-assisted campaign flow around one decision: where automation acts and where the human stays in control. Automation prepares the campaign, admins approve before launch, cutting launch time from **hours to minutes** without admins losing authority over what goes out.
- Redesigned the risk score from a single number into a structured radar across Behavior, Training, and Role Sensitivity, giving admins a reason and a place to intervene; rebuilt the admin dashboard around action hotspots and lifted admin engagement by **48%** (measured before and after across all 10 migrated clients).
- Led end-to-end design of Human Firewall 3, a risk intelligence platform now in beta with **10 enterprise clients** migrated from HF2; new-feature and bug-report escalations down roughly **20%** on onboarded customers.
- Redesigned the reporting layer in HF3, lifting customer-side report adoption by **32%** (measured via portal downloads across migrated clients).
- Owned design for eCrime Hub, a public-facing cybercrime reporting platform for Dubai Police; the site reached **50k+** visitors in week one, and **10,200** people used the reporting chatbot and started a report within the first few months of launch.

TexlaCulture · UX Designer · Gurgaon, India **Mar 2023 – Jun 2024**

Founding designer on an HRMS used by 8,000+ employees across 12 enterprise clients in year one.

- Designed the first end-to-end version of TexlaCulture's HRMS across onboarding, hiring, attendance, LMS, and performance; restructured a 4-section, 40+ module navigation into a mode-based system (Employee, HR, Admin) with pinning and search.
- Set up the design system from scratch spanning web and mobile, handed to engineering as the source of truth; reworked the onboarding journey and in-product guidance, increasing completion rates by **52%** (across year-one enterprise clients).

SKILLS

Design: Interaction design, information architecture, design systems, prototyping, usability testing, accessibility, problem framing, prioritization, research synthesis

AI Design: Human-in-the-loop flows, agentic and automation-assisted workflows, trust and control in AI products, building with AI tools alongside engineering

Tools: Figma, Cursor, Claude, ChatGPT, NotebookLM, Jira, Notion

Domains: Cybersecurity (phishing simulation, security awareness training, risk scoring), HR Tech (HRMS, onboarding, LMS, performance), Public Sector and Government, Enterprise B2B SaaS

EDUCATION

University of Delhi · B.A. (Hons) English **Jun 2020 – Jun 2023**

Coursera · Google UX Design Specialization **Nov 2022 – Feb 2023**