Sivabalan Mathiyazhagan

Senior product designer · agentic AI, human-in-the-loop systems, enterprise ITSM

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Portfolio on request

PROFILE

Senior product designer with **11 years on ManageEngine ServiceDesk Plus**, including six years designing Zia, its AI. I design how IT teams configure automation, review generated work and handle exceptions. My work spans agent configuration, contextual assistance, approvals, Cloud interactions and design systems. My working inventory records 178 features; 19 match public release items, including 8 for Zia. Certified Usability Analyst (HFI CUA). Open to senior and lead product design roles.

EXPERIENCE

Senior Product Designer · Zoho (ManageEngine)

SEP 2022 – PRESENT · CHENNAI

- **Zia AI, 2020 to 2026.** Across both roles, designed predictions that expose their accuracy, approval actions with an auditable result and an explicit “Unable to predict” state, and answer feedback. Released work includes request auto approval, resolution assist, solution suggestions and Cluster Analysis; Ask Zia answer feedback shipped in September 2026.
- **Agents as actions, Oct 2026.** Designed Agent Actions, not yet released: select an agent as an automation action, write its context with a Context Assist draft, map tool parameters to request fields, then review the configuration before adding it to a rule. The rule controls when it runs; agent identity and connections govern access.
- **Ask Zia, from a page to a pane.** Led the contextual side pane beside the current module, record or screen, with page-specific actions and direct Zia agent calls since September 2026. Designed one-tap likes and a dislike flow with reasons and an optional comment.
- **Predictive analysis with Zia.** Cluster Analysis went from the first design round on 1 December 2025 to release on 12 March 2026, **14** weeks. Admin rules form incident groups; optional AI names them. People review a growing group and choose the response. This measures delivery time, not adoption or incident reduction.
- **Review generated work.** Designed Workflow Assist in 2025: review and edit a generated brief before drawing a workflow. Designed the resolution generator’s source-selection step. These examples show how I make the proposed action and its inputs inspectable.
- **New ServiceDesk Plus Cloud UI.** Led peek view, tree view, the Setup reorganisation and the Ask Zia pane within the Cloud design team. The new UI was announced on 8 October 2026. At the Orlando roadmap session, **95+** of 150+ attendees requested early access, a team result for launch interest.
- **SDP design system in Harmony.** Rebuilt the SDP library from the new UI: **70** publishable components, 290 including variants, and 1,052 variables in the 1 October 2026 census. A Requests screen pushed into Figma as 103 library instances differed from the lab build by 0.67% of pixels in light mode and 1.22% in dark, identifying six discrepancies. Other SDP designers now build from the library.
- **Colour by measurement.** Built a Python tool using CIEDE2000 and contrast calculations to review **1,457** production colours across six families and guide the reusable ramps. The portfolio separates historical specification annotations from values calculated from their printed hex.
- **Accessibility.** Designed Preferences controls by need: vision, hearing, mobility and learning, with 10 persona presets and WCAG mappings. The controls carried into the new Cloud UI in 2026.

- **Design quality at scale.** Built a working replica and verification pipeline with Claude Code. A sweep of 60 replica pages in three themes found **415** contrast failures, including **388** traced to ten text colours. Repairing a check that had compared nothing on 69 of 73 pages exposed **124** defects on 29 pages. These are measurements of my replica and checking method.
- **Approval and change governance.** Extended the clarification loop into multi-level change approvals in 2024, with response states, a requester exit and admin handling for silence. Designed change conflict detection and the CAB Workbench in 2025 to 2026; their delivery status is not verified here.
- **Build reviews and design reviews.** Review developer builds across desktop, tablet and phone, and review junior designers' work across the team.

Product Designer · Zoho (ManageEngine)

JUL 2015 – SEP 2022 · CHENNAI · JOINED AS VISUAL DESIGNER

- Joined as a visual designer and grew into designing core ITSM modules, including Service Catalog, asset reservation and configuration interfaces.
- **Approvals.** Designed the portal clarification option in 2016, the start of the request-and-response model I returned to in later approval work.
- **Automation.** Designed the automation-rules revamp in 2021 to 2022, placing rules on the request lifecycle. The work shipped in 2025.
- Returned to the same problem spaces across releases: freeze windows from 2018, Service Catalog v2 to v7, and asset booking and availability.
- Designed across four product contexts: ServiceDesk Plus, AssetExplorer, FacilityDesk, and embedded experiences (AssetExplorer inside Zendesk, Microsoft Teams inside the ServiceDesk Plus ticket).

SELF-DIRECTED TOOLS AND TEACHING

- **Agentic AI seminar** · two hours for 150 students and 4 faculty (29 Jul 2026): language-model errors, retrieval with page citations, tool calls and agent control loops. Built and delivered a plain-Python retrieval demo with the original 31-slide deck; the portfolio links to a revised teaching edition.
- **Visual QA agent** · an AI agent skill that reviews screens against a severity rubric; rule: "see before you say."
- **Colour-difference tool** · CIEDE2000 and WCAG luminance; recorded an ordered-threshold run matching 199 of 453 production greys to a 14-step ramp. Remaining values guided additional ramp design.
- **Design-system census** · a component library that audits and publishes its own gaps.

EDUCATION & CERTIFICATION

- **Certified Usability Analyst (HFI CUA)** · Human Factors International
- **B.Tech, Information Technology** · Sona College of Technology

SKILLS

B2B enterprise SaaS · ITSM and ITIL processes · Interaction design · Information architecture · Design systems · Agentic AI: agents, tool use, handoffs · Human-in-the-loop AI · LLM product design · Retrieval-augmented generation (RAG) · Prompt design · Model comparisons · Trust indicators and guardrails · Usability evaluation · Accessibility · WCAG · Design strategy · Cross-functional collaboration · Data visualisation and dashboards · Prototyping · Figma and FigJam · Axure · Adobe XD · Python for design tooling · Design review