



KRISHNA PRADEEP SUKAPURATH (KP)

Leading the Evolution from Traditional UX to Conversational, AI-Driven Experiences

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👤 [My Profile](#)

Award-winning UX leader and AI product strategist with 25+ years of experience transforming enterprise organizations by designing human-centered digital products.

I blend deep expertise in traditional UX—research, service design, and systems thinking—with proven leadership in delivering cutting-edge Generative AI copilots, RAG-based knowledge systems, and agentic AI frameworks.

As a strong advocate for the future of UX beyond static screens, I am seeking leadership opportunities to scale modern UX practices and drive the next evolution of intelligent, conversational, and adaptive user interactions.

Areas of Expertise

UX Strategy & Management

- UX Strategy & Design Management
- Service Design & Human-Centered Innovation
- Design Thinking, DesignOps, Design Systems
- UX Metrics, Agile UX, UX Training
- Team Building & Leadership Coaching

GenAI & Conversation Design

- Generative AI Product Architecture
- Conversational UX & Prompt Engineering
- Knowledge Graphs & Retrieval Architectures
- Human-in-the-Loop Feedback Frameworks
- AI-Driven Personalization Techniques

Strategic Impact Areas

- Digital Transformation Strategy
- Client Experience & Satisfaction
- Service Transformation Initiatives
- Ops Efficiency & Ticket Reduction
- Client Onboarding, Billing, Vendor Mgmt.

Professional Experience

Co-Founder - AI Product & Strategy | AssetStride.ai | 2025 March - Present

- Defining the product vision for an AI-powered platform to help asset managers streamline operations and unlock alpha through intelligent automation and predictive insights.
- Architecting a novel conversational AI co-pilot, enabling financial advisors to query vast, unstructured datasets in natural language to accelerate research and personalize client reporting.
- Leading the end-to-end product lifecycle, from initial user research and rapid prototyping with charter clients to the development and launch of the MVP.

Consultant - Generative AI Product & Experience Architect J&J Technology Services | 2024 February - 2025 February

- Architected and delivered a transformational GenAI Copilot for J&J's Service Industrialization initiative.
- Pioneered a hybrid Retrieval-Augmented Generation (RAG) architecture combining vector and graph-based reasoning to power contextual, intelligent responses.
- Achieved 20% reduction in ticket volume, \$1.9M in projected annual savings, and elevated customer satisfaction from 32% to 70%.

Self-Directed Learning & Upskilling in AI/Generative AI | Career Break | Feb 2023 - Jan 2024 -

- Dedicated a year to mastering Generative AI technologies to pioneer the shift from screen-based UX to intelligent, conversational dialogue, leading directly to a specialist role at Johnson & Johnson.

BNY Mellon | 2001 August -2023 January

Asset Servicing & Middle Office (2019-2023)

- Led digital transformation for middle office operations, executing a product strategy that transitioned client interactions from offline to real-time.
- Automated client billing and streamlined data onboarding for portfolios exceeding \$650 billion, significantly increasing operational efficiency.

Global Head of User Experience (2011-2019)

- Established and scaled a centralized global UX practice, mentoring a high-performing team of over 60 professionals across multiple disciplines.
- Drove the product design vision for NEXEN, the enterprise digital platform, unifying the client experience across 8 lines of business.
- Created and spearheaded a client experience metrics program, boosting the overall UX score from 51% to 89%.
- Pioneered the company's first Design System and established a governance process for its use by over 5000 developers and analysts.
- Championed a design-driven culture by establishing six global UX labs, training 3000+ employees, and leading an award-winning intranet redesign.

Early Career Leadership (2001-2011)

- Established and led foundational UX teams, directing strategy for flagship advisor (NetX360) and investor (NetXInvestor) platforms.
- Introduced and scaled core practices like User Research, Design Thinking, and Usability Testing across the organization

Education

- Bachelor of Arts, Calicut University - India
- Diploma in Digital & Multimedia Design