NIKHIL K AMBLE

PRODUCT DESIGN | AI INNOVATION & DIGITAL EXPERIENCE

+44 7436 954976 | aknikhil20@gmail.com | Portfolio | UK-based · **No sponsorship required**

Product and innovation leader with 15+ years across conversational AI, enterprise platforms, customer experience and emerging technology. Combines portfolio-level product strategy and commercial judgement with hands-on experimentation, human-supervised AI workflows and multidisciplinary leadership. Experience spans nine-product conversational AI SaaS, a 16-application platform transformation and client-facing AI propositions with AWS ProServe.

PROFESSIONAL EXPERIENCE

Lead Architect | Birlasoft

Jun 2024 – Present

- **AI propositions and client advisory:** Shape and prototype emerging AI experiences with AWS ProServe, including multimodal RAG inventory workflows; use working concepts and stakeholder feedback to test value, feasibility and product direction.
- **Customer platform delivery:** Led UX and onsite engagement for FIA's global digital licensing platform, aligning client leadership, Product and Engineering through launch; 8,000 licences onboarded in the first month.
- **Emerging technology adoption:** Collaborated with AWS ProServe to introduce Kiro into FIA's agile development workflow, balancing AI-assisted delivery with human-led testing and peer code review.

Director of UX / Principal | EagleView Technologies

Jul 2021 – Dec 2023

- **Portfolio strategy and commercial opportunity:** Helped shape the transformation of 16 legacy and modern applications into a unified customer platform, aligning buying and viewing journeys, shared product foundations and roadmap priorities with a $42M forecast revenue opportunity.
- **Global leadership and prioritisation:** Built the India design capability from zero to six, then led 12 globally as Director of UX; jointly shaped product roadmaps and owned design planning and milestones across interconnected products.
- **Human-supervised AI experience:** Designed TrueDesign's AI-assisted 3D solar workflow with one junior designer, connecting automated modelling and solar placement with expert verification, adjustment and proposal refinement.
- **Experimentation and scalable delivery:** Led an iPad AR proof of concept with homeowners and prioritised useful 3D models over AR novelty; governed shared design-system standards across the product ecosystem.

Principal Consultant – UX / AI Platforms | [24]7.ai

Apr 2020 – Jul 2021

- **Conversational AI and customer outcomes:** Led self-service CX strategy across a nine-application conversational AI platform spanning customer journeys, conversation authoring, intent discovery, model tooling and analytics; reported 18% NPS improvement.
- **Insight-led product direction:** Led a six-person innovation team, using qualitative and quantitative research, customer behaviour and model-performance evidence to shape product priorities and improve conversational experiences.
- **Cross-platform innovation:** Proposed an accepted Optimiser direction that embedded insights, recommendations and actions within existing workflows rather than creating another standalone product; governed shared interaction standards.

EARLIER EXPERIENCE

Senior Principal Consultant, UX | Genpact Digital *Feb 2015 – Mar 2020*

- **Consulting and capability leadership:** Built and led an 18-person design team; later worked as Principal IC and coach, leading discovery, client workshops, product strategy and design delivery across complex enterprise engagements.
- **Emerging-technology propositions:** Used live demonstrations and conversational AI, AR/VR and wearable prototypes to explore opportunities and support pre-sales; designed CORA applications for RPA and inventory workflows.

Partner / Consultant | In2Lifesciences *Oct 2013 – Feb 2015*

- **Product and service innovation:** Co-led a consultancy developing preventive-healthcare tools and precision 2D-to-3D generation from CT and MRI imagery.

Industrial Design Engineer | Stryker *Jun 2010 – Sep 2013*

- **Regulated product development:** Designed patient-specific products and surgical systems; filed two design patents and supported 100+ cadaver labs and clinical trials.

SELECTED CUSTOMER & INNOVATION WORK

- **Boots Online Doctor:** Led discovery workshops and reimagined a sensitive consumer healthcare journey through an AI proof of concept.
- **Lacoste City Tennis AR:** Led design for a consumer mobile augmented-reality experience launched in New York City.

CORE EXPERTISE

AI product innovation · Conversational AI and self-service · Product strategy and roadmaps · Customer experience · Proofs of concept and experimentation · Qualitative and quantitative research · A/B testing · Multimodal AI and human-in-the-loop workflows · Design systems · Cross-functional leadership · Client advisory and stakeholder engagement · SAFe / agile collaboration

CERTIFICATION & EDUCATION

AWS Certified AI Practitioner (2025) | PG Diploma, Industrial & Transportation Design — Coventry University, UK | Mechanical Engineering — Bangalore College of Engineering and Technology