Varughese Mathew

Preferred name: Abhishek

I turn complicated problems into elegant solutions people can actually use

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UX/UI Designer with 5+ years' experience designing complex digital products across enterprise technology, healthcare, financial services, fintech, insurance, and connected-home technology. With a background in Informatics, I work comfortably across both business and technical environments, bridging the gap between client requirements, user needs, and development.

I enjoy taking projects through the full product lifecycle, from engaging with clients and stakeholders through interviews and workshops to elicit requirements, developing functional specifications and supporting documentation, and translating business needs into pleasant user experiences through elegant and intuitive design. I work closely with developers throughout implementation and typically remain involved through QA and end-product delivery, ensuring that designs are accurately translated into functional products while maintaining the intended user experience.

Experience

Kohde January 2024 to present

UX/UI Designer, software development agency, South Africa

- **Lyra Southern Africa, formerly ICAS**

  Executive wellbeing system | Live since mid-2024 | 2024 to present

  - **End-to-end product design.** Sole designer on a platform running more than 100 executive health assessments a month, thousands since launch, still supported by me today.
  - **User journey design.** Designed the full assessment journey: questionnaires completed up front to brief the medical team, then fitness, cardiac, anthropometric, functional and mental wellbeing screenings, ending in a report with recommendations and specialist referrals.
  - **Requirements elicitation.** Ran the analysis on site at the client's offices, watching how the assessment day would actually run, and turned it into the functional specification.
  - **UI design and design QA.** Took it from user journeys through low and high fidelity with review cycles against both the clinical staff and the business, then ran the handover into development and stayed on for design QA.

What I do

Analysis

- Requirements elicitation
- User research
- Functional specifications
- Business and systems analysis
- On-site client engagement

Design

- User journeys and use cases
- Low and high fidelity design
- Design systems and libraries
- Information architecture
- Prototyping

Delivery

- Design specification writing
- Costing and sizing
- Developer handover and support
- Design QA and audits
- Data visualisation

Tools

Figma	9
ClickUp	8
Zeplin, handover	8
Azure DevOps	8
Figma agents	7
Claude	7
Sketch	6
Adobe XD	6
Power BI	6
Enterprise Architect	5

Kohde continued

Axiz

ICT distribution platform | Live | April 2024 to present

- **UX design.** Designed across several of the distributor's subsystems, including enterprise deals, the marketplace and the advanced pricing system, working from requirements elicited directly with the business.
- **Business analysis.** Ran the analysis alongside the design: client engagement, business analysis, requirements elicitation and prototyping, rather than picking up a finished brief.
- **Design system work.** Worked inside the existing Axiz design system and improved it, so new work stayed consistent with what was already shipped.
- **Information architecture.** Delivered the Axiz Developer Portal, a self-service API documentation platform with structured references and OAuth 2.0 guidance, now used by Kohde as a case study with prospective clients.

Axiz Cloud Platform

Cloud reseller platform | In design, pre-build | July to August 2026

- **UX design.** Designed the Microsoft and Adobe CSP resale platform being split out of Axiz's existing system, across three user tiers: Axiz staff, resellers, and the end businesses buying subscriptions.
- **Specification and design QA.** Wrote the specification set developers will build from, then audited every Host screen against nine checks and turned the findings into 48 action points ordered by severity and effort. Delivered inside six weeks.

Adobe VIP Marketplace integration, Axiz

Distributor API integration | Live | Mid-2024 to present

- **UX design.** Designed the core Adobe commerce on the platform, buying subscriptions and managing them once they are live, rather than only the edge cases around them.
- **Requirements elicitation and research.** Scoped SKU upgrades, flex discounts, three-year commitments, switch orders and auto-renewal so they run on the platform instead of through manual support workflows.
- **Domain research.** Compiled the internal knowledge base from Adobe's distributor API documentation, covering account hierarchy, order workflow and server-to-server authentication.
- **Interaction design.** Designed the three-year commitment checkout flow against the live reference implementation, from product card through promo code discovery to confirmation.

Education

BCom Honours, Informatics
University of Pretoria, awarded May 2022

BCom Informatics, Information Systems
University of Pretoria, awarded April 2021

Sectors

- Enterprise ICT and cloud distribution
- Healthcare and executive wellbeing
- Investments and FSP compliance
- Insurance and data-free fintech
- Connected home, HVAC and energy
- Tourism and hospitality
- Education

Beyond the brief

Design direction. Own the design direction for iZone across their product range.

Handover into development. Run the handover into dev for Lyra, Axiz, Anchor Capital and Netcare, so what was designed is what gets built.

Workshops. Run internal sessions teaching the team new Figma features and releases, since the tool moves faster than most teams keep up with.

Kohde continued

Anchor Capital

AI-assisted reporting dashboard | Design and prototype delivered | May to July 2025

- **Analysis and prototyping.** Owned the analysis, design and prototyping for a dashboard letting investment managers generate client reports from real portfolio performance data, with a language model doing the drafting.
- **Interaction design.** Worked out how much of the writing to hand to the model and where the manager still has to check it, since the output goes to a client under the firm's name.
- **Stakeholder engagement.** The client took the dashboard design to their investors and it secured the funding to design the rest of the platform.

Forward

Compliance platform | In development | Prototype 2025, platform 2026

- **Prototyping.** Designed the prototype the client took to investors, turning fit and proper compliance for financial service providers into something demonstrable: FSP licensing, FSR information and product detail.
- **Stakeholder engagement.** That prototype secured the interest that funded the build.
- **Systems analysis.** Carried the work into the real system, including integrations with product houses.

Netcare NetSign

Document signing | Live | January to March 2026

- **Product design.** Designed Netcare's own signing product so the group could stop paying for a commercial e-signature service and run it internally.
- **User journey design.** Designed the journey for the person on the other end: a patient or guarantor receives an admission form on their phone from SAP, authenticates with an OTP and signs, with no account to create and no app to install.
- **Design foundations.** Designed it to extend across the rest of Netcare rather than solve admission forms only, with the design foundations drawn from Netcare Group IT's corporate identity.

Netcare DocuLink

File sharing and access control | Live | November to December 2025

- **UX design.** Designed the platform controlling who can see which documents across doctors, patients and hospital staff, where source systems feed a central vault and everything is shared out from there by link.
- **Interaction design.** Designed the access model itself, which documents from which systems a given person can reach, plus the request-access flow for everything they cannot.
- **Usability.** Held the interaction close to the consumer file sharing patterns people already know, so clinical staff are not learning a new mental model under time pressure.

Languages

Malayalam	Home language
English	Professional
Afrikaans	Intermediate
Setswana	Beginner
Shona	Beginner

Kohde continued

iZone Navi controller

HVAC wall controller | Releasing shortly | 2025, enhancement 2026

- **UI design.** Designed a new interface for one of iZone's wall controllers for the Australian market, holding the existing frame size and the character of the entry-level product while lifting it to a premium tier, since the brief was an upsell rather than a redesign.
- **Concept exploration and client validation.** Put three styling directions in front of the client, tested them against premium competitors on the market, and took the chosen one through to componentised light and dark variants.
- **Interaction design.** Worked the constraints that decide whether a wall screen is usable: fourteen zones with a scroll, per-zone temperature or airflow but never both, and a power state that reads from across a room.

iZone Nova

Tablet home controller | Live | 2025 to present

- **UI design.** Came onto an existing product and supported it through further design work covering the home screen, zone control and device control.
- **Interaction design.** Designed scenes and scheduling, including repeat rules and time and weather triggers, so a household can automate itself without reading a manual.
- **Usability.** Ensured the wall controller stays usable at its small size by optimising the touch targets.

iZone ZoneWatch

Remote support platform | Live | 2025

- **UX design.** Designed the platform iZone's support staff use to reach into a customer's air conditioning remotely, reading error codes and system status.
- **Interaction design.** Designed the way staff move between the systems a customer has across their different addresses, so a technician can find the right unit before the call goes cold.
- **Service design.** Aimed the whole tool at resolving faults without a site visit.

Rinnai Home Energy

Smart home and energy app | Not live | 2026

- **UX design.** Designed a single app for a household's Rinnai products: monitoring solar and inverter usage and switching battery modes, alongside lights, air conditioning and heat pumps.
- **User journey mapping.** Led this one with user journeys rather than screens, since energy management and light switching pull in different directions and both had to feel like one app.

Outside work

Powerlifting. Training towards competing. Squat 160 kg, bench 110 kg, deadlift 180 kg.

Gaming. Valorant, Warframe and Risk of Rain 2, plus competitive 8-ball pool at varsity level.

Works with

- Bootstrap 5 and ABP LeptonX
- REST API documentation
- OAuth 2.0 flows
- SAP-triggered workflows
- OpenStack service endpoints
- Design against a framework the team has already chosen

Kohde continued

NEO

Cloud provisioning platform | Internal, not released | 2026

- **Systems analysis.** Designed a sales prototype for a self-service cloud platform on a two-tier multitenancy model, mapped to live OpenStack endpoints across compute, storage, networking and metering.
- **Information architecture.** Set the four-level drill-down from datacentre to resource detail, and separated live utilisation from cumulative usage so the two are never confused.

Earlier experience

Monkey and River 2021 to 2023

UX/UI Designer, software and design agency

Momentum

Life insurance application | Live as LifeReturns

- **Business analysis.** Designed the digitisation of the paper-based Myriad application, taking onboarding from roughly two days to about ten minutes, and ran the requirements elicitation behind it. A digital version later went live at Momentum as LifeReturns, though not the onboarding flow as I designed it.
- **UI design.** Worked on the Kimi app supporting the Myriad process.
- **Data visualisation.** Designed Power BI dashboards used internally to monitor new product adoption, support decision making and surface exceptions.

MoyaApp, MoyaPay and the Business Portal

Data-free social platform and wallet | Live

- **Feature design.** Designed a statuses feature letting people share life milestones without paying for data, plus presets and quality-of-life improvements to existing flows.
- **Information architecture.** Worked on wallet expansion including value-added services and an information architecture redesign.
- **UX design.** Designed the desktop business portal covering dashboards, bulk payment to individuals and employees, and transaction management.

Earlier experience continued

Msinsi Resorts

Booking CRM | 2022 to 2023

- **UX design and specification.** Designed and specified a CRM for managing resort and game reserve bookings, across both the internal administrative interface and the guest-facing one.
- **Project management.** Ran the project alongside the design work.

Kokleo

Property management app | International client

- **System and interaction design.** Designed an application for homeowners to manage their houses and properties, covering system design and interaction design.

Fedhealth, ITOO, SANParks, Kimi and Edublox

Medical aid, insurance, tourism, education

- Fedhealth: designed the medical aid onboarding form.
- ITOO: designed the marketing website.
- SANParks: designed the booking platform.
- Kimi: designed the health screening app for Momentum.
- Edublox: designed the online education platform, with the interface pitched to different age groups.

References

Available on request.