



Inside the CV Kit

Two real pages from the kit, exactly as they appear in the full download.
The complete kit is ten guides plus four editable ATS-friendly Word templates, ₹299.

A worked example

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EXPERIENCE

Product Designer · Northstar Systems

2024 – Present

- Mapped the support-agent escalation workflow through six contextual interviews and ticket review, then redesigned the handoff around the three most frequent failure points. 2
- Worked with one PM and four engineers to define reusable case-status patterns; documented empty, delayed and permission-restricted states before build. 3
- Seven of eight agents completed the revised escalation task unaided, against four of eight on the baseline. 4

SELECTED WORK

Case routing redesign

maya.design/case-routing

- Clarified ownership and next actions in a crowded internal queue. 5

SKILLS

- Workflow research, interaction design, prototyping, usability evaluation, design systems. 6

1 Contact that works

Live, selectable text. Nothing essential trapped in an icon or a document header.

2 Scope you can see

Method, sample size and the decision it informed. No guessing what she owned.

3 Named collaborators

Team shape makes the level of ownership legible without inflating it.

4 Bounded evidence

A small internal study, reported with its baseline. No invented business impact.

5 A link with a job

Enough context to make the case study worth opening.

6 Defensible skills

Six things she could be interviewed on tomorrow. No rating dots.

Why it reads as credible



- **Scope is declared.** Role, team and duration appear before the narrative.
- **Methods serve a decision.** Interviews appear because they changed the design, not as decoration.
- **Evidence has a boundary.** A small internal study with a baseline — not a claim about business impact.
- **The link has a job.** Enough context to make the case study worth opening, no attempt to retell it.



If no line invites a follow-up question, the CV has no hooks.

Stay Connected

Want the full kit? Eight guides, four worked CV examples, an editable template, and the checks I run before referring someone.

I regularly share insights, breakdowns, and real experiences from working in design.



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