

# JANAKI KUMAR

Address 3348 Emerson St. Palo Alto CA 94306  
Mobile +1 650 283 8311  
Email janaki.kumar@gmail.com  
Twitter @JanakiKumar  
Blog <https://medium.com/@janakikumar>  
Linkedin <http://www.linkedin.com/in/janakikumar>

## Summary

- Design executive passionate about delivering innovation by combining business and technology strategy with customer experience design
- Experienced in leveraging design thinking methodology to co-create innovative business solutions with customers, as well as in all aspects of human centered design from concept to design execution
- Thought leader in design-led innovation in the enterprise and fostering innovation cultures in organizations
- Empathetic leader committed to building, coaching and inspiring high performance global design teams
- Experienced in leading centralized and decentralized organizations; remote and co-located teams; in-house and agency style engagements; led global projects and launched global products
- Led teams that won multiple product design awards including Gold award for Best Enterprise Experience, several Red Dot awards, IDEA award, Fast Company Innovation by Design award, to name a few
- Worked with the Design Management Institute to include SAP in the [Design Value Index](#)
- Named a Woman of Influence by the Silicon Valley Business Journal in 2016
- Co-author of [Gamification at Work – Designing Engaging Business Software](#)
- TEDx speaker on [Gamification at Work](#)
- Inventor on 21 intellectual property patents for innovative user experiences
- Co-instructor in Sanford Graduate School of Business LEAD course on Customer Experience Design, a Neuroscience Perspective

## Work

2018-Present JPMorgan Chase & Co Palo Alto, CA

### Head of Design, Commercial Bank

- Established a Design Center of Excellence to support big data, fintech and proptech transformation initiatives across the Commercial Bank
- Built a team of researchers, service designers and product designers to partner with business stakeholders from concept to design execution, for both internal and client facing products
- Codified a design system to provide a coherent and delightful experience across all digital touch points
- Sparked a culture of creativity and innovation and contributed to the diversity and inclusion efforts in the organization
- Led a design project to understand the financial needs of the underbanked and unbanked renters and the landlords who house them

2015-Present Stanford University Stanford, CA

Co-Instructor of “Customer Engagement Design: A Neuroscience Perspective,” a course with Dr. Baba Shiv at the Stanford GSB LEAD Certificate: Corporate Innovation.

2001-Present SAP Labs, LLC Palo Alto, CA

### VP and Head of Design and Co-Innovation Center, America

- Established SAP’s Design and Co-Innovation team, a strategic design agency in Palo Alto.
- Built a team of designers, researchers, and design thinking experts to work with customers on their strategic innovation projects.
- Completed over 500 projects in less than four years. Examples of work at <https://experience.sap.com/designservices/work>
- Established thought leadership in design-led innovation by creating an assessment tool to research the stages of innovation culture. This is available at [fosterinnovationculture.com](http://fosterinnovationculture.com)

- Team won several awards including the Gold award for Best Enterprise Experience in 2014 and Red Dot awards in 2015

Senior Director, UX Design USA

- Led a centralized team of designers for all lines of business based in Palo Alto including the Cloud Products, Sustainability Applications Group and the Global Business Incubator.
- Established the Governance Risk & Compliance (GRC) design team and shipped SAP's GRC suite
- Led the design of Customer Relationship Management (CRM) Productivity Suite
- Experienced in end-to-end enterprise suite of products

2000-2001 Harris Financials / myCFO, Inc. Mountain View, CA

Interaction Designer, User Experience Group

1998-2000 SAP Labs, LLC Palo Alto, CA

Internet Developer, E Commerce

Created SAP's first e-commerce platform. Collaborated with Frog Design, Cooper Interaction and Karen Holtzblatt to create best practices for design at SAP

1994-1998 Fannie Mae (FNMA) Washington, DC

Senior Software Engineer, Web Development Group

Winner of the 1998 ComputerWorld Smithsonian Award

Designed screens, created prototype, conducted usability studies for a web-based financial application – MortgageLinks

Early Career

1993-1994 eCredit.com/SR Research Boston, MA  
 1991-1993 Bank of Boston Boston, MA  
 1987-1989 HiMu Accessories Pvt. Ltd. Chennai, India

Volunteer

- One of the founders of the Business Women's Network in SAP Labs Palo Alto, and champion of D&I initiatives at JPMorgan Chase
- Innovation coach for an NGO in India to address early childhood education and nutrition, women entrepreneurship, community health, youth scholarship and job placement
- Keynote speaker and volunteer at GirlsSmart4tech, an organization to help middle school girls explore computer science through hands-on activities

Awards

- 2016 Named a Women of Influence by the Silicon Valley Business Journal
- 2016 Red Dot Award: Concept Design, Citizen-Centric State Government Portal
- 2016 International Design Excellence Awards (IDEA) | Bronze in Digital Design, Citizen-Centric State Government Portal
- 2016 Red Dot Award | Communication Design in Interface, Consumer Insight 365
- 2016 Red Dot Award | Communication Design in Apps, SAP Perfect Meeting for CRM
- 2016 Fast Company | Innovation by Design Apps Finalist, SAP Tennis Analytics for Coaches
- 2015 UX Award - People Choice, SAP Tennis Analytics for Coaches
- 2015 Red Dot winner: Communication Design
- 2015 Germany Land of Ideas 2015: Best German Innovation for a Digital World
- 2015 German Design Award: Interactive User Experience
- 2015 IF Design Award 2015: Apps & Software
- 2015 Interaction Design Award 2015: Optimization
- 2015 Red Dot Award: Design Concept 2015, SAP Fiori
- 2014 Core 77 Design Award 2014: Strategy & Research
- 2014 Gold award for Best Enterprise Experience 2014, Consumer Insight 365
- 1998 ComputerWorld Smithsonian Award

Education

2011 Executive Leadership Program Stanford University GSB  
 1991 M.S. Management Information Systems Summa Cum Laude Boston University  
 1989 Master of Commerce, Finance 3.8 GPA Madurai Kamaraj University  
 1988 Diploma Systems Management 3.9 GPA NIIT  
 1987 Bachelor of Commerce, Business Ethiraj College