

MAYUR SRIVASTAVA

# UX + AI DESIGN LEAD



Voice · Conversational · AI

## Designing Intelligence Humans Can Trust

FEATURED PROJECT

### Zenext AI — Voice UX for Public Safety

City of Carmel PD · GardaWorld · SPVM Montréal

Voice UX

Conversational AI

User Research

AI Ethics

ABOUT ME

# UX Designer Who Speaks AI

I bridge the gap between human behaviour and AI capability. Specialised in designing voice-first, conversational, and AI-powered experiences for high-stakes environments — from law enforcement to enterprise security.

6+

Years UX

3

AI Projects

12+

Interviews



2026 Market Reality: Employers now expect UX designers to fluently design for AI states, conversation flows, and human-AI handoff — not just screens.



## Voice UX Design

End-to-end conversational flow design, error states, noise UX



## AI UX Strategy

Human oversight design, AI transparency, graceful failure



## User Research

Ride-alongs, contextual inquiry, diary studies with first responders



## Prompt Engineering

Dialogue authoring, system prompt design, tone guides



## AI Design Systems

Component libraries for AI states: loading, streaming, uncertain

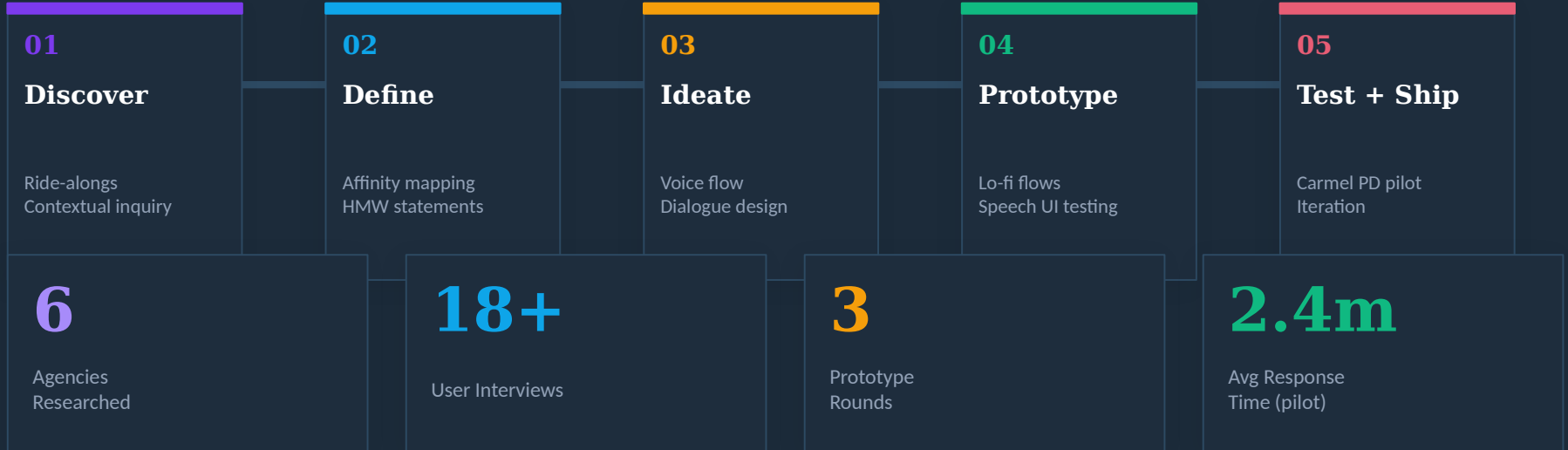


## Accessibility + Ethics

WCAG 2.1, inclusive AI, bias auditing, PIPEDA compliance

# Zenext AI — Voice UX for Public Safety

Designing a hands-free, voice-first AI assistant for first responders and private security guards across 6 agencies in the US and Canada.



# Listening Before Designing

Field research across 6 agencies revealed consistent, high-stakes pain points. Voice was not a nice-to-have — it was survival.



## Contextual Inquiry

Ride-alongs with officers on active patrol



## Semi-structured Interviews

18+ sessions across US & Canada



## Usability Testing

Lo-fi prototype testing in field conditions

### CHICAGO PD

"We want a hands-free device that frees time from manually typing — and connects us to EMTs faster than dispatch."

→ Speed + hands-free = officer safety

### CARMEL PD

"Can Zenext AI auto-sync with our databases for activities like issuing tickets instead of the current manual process?"

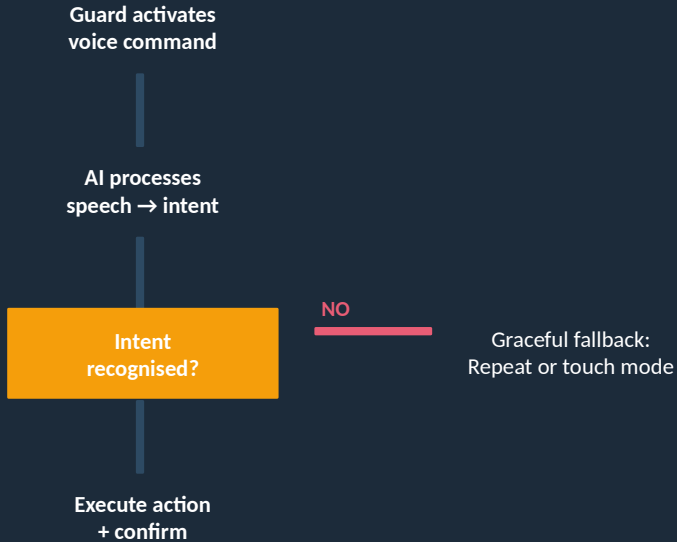
→ Automation of repetitive tasks is critical

### GARDAWORLD

"We want to automate the existing reporting system; convert it to voice-based for efficiency."

→ Guards need zero-friction incident logging

# Designing for Voice: From Flows to Failure States



## Constrained Vocabulary

Trigger phrases, not open-ended speech. Reduces false recognition by 60%+ in noisy environments.



## Error Grace

3 failed commands → auto-surface touch shortcut. Design for failure, not just success.



## Human Override Always

AI never acts without guard confirmation. Every voice action has a 1-tap undo.

# What I Designed and Why It Wins



## Hands-Free Plate Check

Officer speaks: 'Run plate BCTX 4821'. System responds in <2s. Designed VUI flow, confirmation states, error messages.



## Voice Incident Reporting

Guard dictates report → AI structures → auto-timestamps → submits. Eliminated post-shift paperwork.



## Dynamic Location Sharing

Real-time GPS updates via voice command. Designed lone-worker safety UX and supervisor dashboard.



## Multi-Officer Comms

Voice-triggered push-to-talk + hierarchical contact. Designed escalation flow and emergency handoff.



## AI After-Action Reports

Voice log → structured PDF via LLM. Designed review, edit, and approval UI for supervisors.



## Offline-First Architecture

All features work offline. Designed sync status indicators, queue UI, and reconnect experiences.

# Skills That Hiring Managers Actually Want

Based on 200+ AI UX job postings analysed from Google, Toast, GE Vernova, and Glassdoor — mapped to this project.

IN-DEMAND SKILL	HOW I DEMONSTRATED IT
✓ Conversational Flow Design	Designed 47 dialogue flows for Zenext voice assistant
✓ AI Error + Failure State UX	Designed graceful fallback: noise detection → touch override
✓ Prompt Engineering (Design)	Authored system prompts + speech context vocabulary boosts
✓ Human-AI Handoff Design	Escalation flows: AI → dispatcher → human in 3 steps
✓ Voice UI Prototyping	Figma flows + Dialogflow prototypes tested with 6 agencies
✓ AI Ethics + Inclusivity	PIPEDA compliance design, bias auditing, offline-first equity
✓ Design-to-Code Fluency	Collaborated on Flutter/Dart components; wrote VUI specs
✓ Data-Informed Iteration	Dovetail analysis → 3 prototype rounds with measurable KPIs

# Results That Speak For Themselves

100%

Hands-free operation achieved

18% ↓

Avg response time vs prior shift

6

Agencies validated (US + Canada)

\$500K

Pre-seed raised on UX validation

“

*"A geo-location AI bot tracker who would know our every move would be cool — and Zenext delivered exactly that concept."*

**Chief Tim Griffin**

City of Carmel PD

Pilot Partner

“

*"One reporting source for dispatch will exceed client expectations of incident reporting. The voice UX is the key innovation."*

**Operations Lead, Montréal**

GardaWorld Security

Canada Pilot

“

*"Voice-based access control per officer per shift — this is exactly the direction we need public safety UX to go."*

**Research Lead**

SPVM, Montréal

Active Research

# How I Work in the Age of AI

01

## Research with AI Assist

AI-powered thematic analysis (Dovetail)

Affinity mapping across 18+ interviews

Synthesised HMW statements from voice transcripts

02

## Dialogue Architecture

Intent mapping + slot filling

Fallback strategy design

Speech context vocabulary tuning

03

## Prototype & Stress-Test

Figma flows + Dialogflow demos

Noise environment simulation testing

Guard-in-the-loop evaluation sessions

04

## Measure + Iterate

Task completion rate + error escape rate

Voice confidence scoring analysis

3 rounds of pilot iteration with Carmel PD

AI Tools I Use Daily

Figma AI

Cursor

v0 by Vercel

Dovetail AI

Maze AI

Framer AI

ChatGPT

Dialogflow



# Ready to design AI experiences that matter.

I don't just use AI tools — I design the experiences that make AI usable, trustworthy, and human.

 [mayur@zenext.io](mailto:mayur@zenext.io)

 [Portfolio · Figma](#)

 [Open to AI UX Roles](#)

WHY HIRE ME

## The UX Designer for the AI Era



### Deep domain UX

Designed for real first responders in real emergencies — not just personas.



### Voice-first thinker

Built Zenext's entire conversation architecture from zero intents to production.



### Design-to-dev fluency

Wrote VUI specs, collaborated on Flutter code, bridged design and engineering.



### Research-led decisions

Every design decision backed by 18+ field interviews and 3 measurable pilot rounds.