Abhishek Taware
Sr. UX Designer

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Work Experience

IBM / Sr.UX designer
MAY 2022 - PRESENT, PUNE.

Led UX effort for an offering management platform. Partnered with Stakeholders to Drafted research plans, scheduled interviews & usability testing sessions, delivered and presented research findings through reports. Ideated, designed & tested and iterated solutions.

Co-led AI-driven design initiatives for a telecommunication giant (USA), optimising business operations. Conducted discovery sessions with client to understand requirements and identify potential business use case for integrating AI solutions. Partnered with development teams for frontend alignment and supported UAT for successful implementations, and delivered 3 MVP's. Potentially reducing operations cost & optimising order processing time.

Led the Request for Proposal (RFP) process for, a prominent telecom company (South Africa). Conducted comprehensive research encompassing market analysis, industry trends, global insights, and technological advancements, alongside evaluating client offerings and their customer feedback. Directed and presented proposed design strategy & solutions.

Partnered with frontend senior management and co-led a innovative POC opportunity in testing automation using RPA for Accessibility, QA/functional testing & UX. Collaborating across stakeholders from leadership to understand and address critical issues, delivering actionable scope and proof-of-concept document, aligned with leadership requirements and tech limitations.

Contributed to commercial banking web application for a multinational financial services client, enhancing user experiences. Through design implementation & testing, managed design tickets on Jira. Collaborated closely with client PO, BA's and core design team, contributing to design decisions on other product offerings.

Led & facilitated numerous design thinking workshops workshops in person and online, for new hires and existing associates.

Contributed to DesOps with onboarding and helped with research and strategy to optimise device allocation and change requests workflow, potentially reducing the allocation time by 20-30 %.

nextUX / UX Designer
OCT 2021 - DEC 2021, PUNE.

Led UX design initiative for a B2B2C Ad-tech media buying DSP to strategise and design interfaces defined in the PRD. Conducted thorough design audits along with version facelifting.

Springboard / UX Design Career Track
NOV 2020 - DEC 2021, PUNE.

Led strategy, research and design of MVP for a E-Courtroom platform for Indian Judiciary to conduct their proceedings online.

Led strategy and design, conducted usability testing using lean UX methodologies with modified GV design sprint framework to design MVP of a mobile app, for freelancers and remote workers in New York to find public places to work from.

Product design for a startup that helps people make friends and attend events.

Studio Incubator / UX/UI Design
MAR 2020 - AUG 2020, PUNE.

Conducted research and designed an MVP mobile application solution for pet owners to take better care of their pets, and promoting animal welfare through cross industry positioning across pet care, .e-commerce & animal welfare.

Hard Skills

Strategy
- Value proposition canvas • Kano model
- Business opportunity canvas
- Business model canvas • Prioritisation grid
- Service blueprint • Journey mapping
- Value orchestration (TAM, SAM, SOM)
- Value tree • UX roadmapping

Design
- UCD/HCD • Design thinking • ACD • EDT • Design thinking • Design sprints • Task flows • Affinity mapping • Concept sketching
- Wireframes & mockups • Style guides
- Design systems • Interaction design • Service design • Information architecture.

Research
- Planning, recruiting, testing.
- Screener surveys • User interviews
- A/B testing • Task analysis
- Contextual enquiry • Cognitive walkthrough
- Usability testing
(scope, plan, recruit, script, interview, report)
- Defining opportunities & prioritisation.

Development
- HTML • CSS • Bootstrap 4 • Javascript

Soft skills

- Leadership and Team Management
- Coaching & mentoring
- Communication and Presentation Skills
- Collaboration with Cross-Functional teams
- Problem Solving and Critical Thinking
- Adaptability and Flexibility
- Time Management and Prioritisation
- Empathy and User-Centric Mindset
- Decision Making and Strategic Planning
- Conflict Resolution and Negotiation
- Creativity and Innovation
- Active Listening and Feedback Incorporation
- Emotional Intelligence and Relationship Building

Education

Springboard
UX / HCI specialisation
NOV 2020 - DEC 2021, PUNE.

700+ hours of immersive course content, guided by 1:1 industry expert mentorship. Completed 3 portfolio projects and mastered skills in: information architecture, sketching & wire-framing, prototyping & testing, eCommerce, persuasive design, gamification, dashboards & data visualisation, social media strategy, and product lifecycle management.

Pune University
Bachelors in Commerce
MAY 2011 - MAY 2014, PUNE.

Undertook market research for real estate development in Pune, Maharashtra.