

Harsh Wardhan

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Design Thinking | Product Innovation | User Experience Strategy

Career Profile

Strategic leader with a decade of experience in **innovation, experience design, and stakeholder management**. Proven expertise in facilitating high-impact collaborative workshops and driving large-scale, end-to-end digital solutions that deliver meaningful business outcomes. Skilled in storytelling, design thinking, and creating clarity in complex, ambiguous customer challenges. Qualifications include a **Master of Design in Human-Computer Interaction** from the IIT Institute of Design, Chicago.

Core Competencies

- Cross-Functional Leadership
- Stakeholder Management & Collaboration
- Storytelling & Strategic Communication
- Workshop Design & Facilitation
- Customer Experience Strategy
- User Research and Insights
- Design Thinking & Innovation
- Digital Product Development
- Public Speaking

Professional Experience

GOOGLE, SAN FRANCISCO BAY AREA, CA, SEPTEMBER 2021 TO PRESENT

INNOVATION MANAGER, Google Cloud

- Designed and facilitated 50+ high-impact co-creation and ideation workshops with C-suite and enterprise leaders of Fortune 500 Companies, driving actionable strategies for digital transformation and innovation, resulting in **\$1B+ commit value and \$500M+ revenue growth**.
- Developed and scaled a customer-facing, design-thinking-based innovation program aiming to develop user-centered experiences, achieving a 98% customer satisfaction score across global engagements.
- Conducted research interviews to identify customer pain points and align solutions with strategic business goals, leveraging insights to inform omnichannel and AI-driven solutions.
- Spearheaded **AI-driven initiatives, including GenAI and LLM solution roadmaps**, leading to measurable customer success outcomes, including multiple successful launches.
- Collaborated with solution managers, engineers, and cross-functional teams to translate customer insights into actionable solutions and product strategies.
- Cultivated relationships with stakeholders in North America, Latin America, Europe, and Middle East regions, promoting organizational alignment and strategic buy-in.

FORD MOTOR COMPANY, DEARBORN, MI, AUGUST 2019 TO JULY 2021

DESIGN STRATEGIST, PRODUCT DESIGN TEAM

- Designed and facilitated cross-functional, virtual, hybrid, and in-person workshops, collaborating with executives and stakeholders to align product strategies, **driving the adoption of customer-centric experience design**.
- Synthesized user research insights and customer feedback to inform product roadmaps and shape end-to-end customer journeys, increasing adoption rates and enhancing customer satisfaction.
- Participated in customer interviews and user research to identify pain points and opportunities, resulting in actionable and innovative product strategies and experiences.
- Secured **over \$3 million in funding** for a product prototyping project by presenting compelling, data-driven customer stories to leadership, resulting in the launch of a **new line of business- Gridrack**.
- Collaborated with strategic planning, marketing, and engineering teams to integrate research outcomes into product cycle plans, **leading to multiple successful launches**.
- Delivered digital product prototypes and service concepts, working with interdisciplinary teams to test, iterate, and refine processes and services for internal teams.
- Developed proposals on emerging trends and technology to guide Ford's innovation strategy.

FINABL (WizzFINANCIAL), CHICAGO, IL, MARCH 2019 TO MAY 2019

DESIGN RESEARCH AND STRATEGY CONSULTANT

- Led research to uncover stakeholder challenges and develop human-centered design solutions for digital product innovation.
- Delivered prototypes for a tracking system as part of the company's Innovation Program, enhancing operational efficiency and customer satisfaction.
- Partnered with senior leadership to define strategies informed by research insights, aligning business goals with user-centric solutions.

CONVENE, NEW YORK, NY/CHICAGO, IL, JANUARY 2019 TO FEBRUARY 2019

USER EXPERIENCE STRATEGY CONSULTANT

- Collaborated with strategy teams to design customer experience concepts for the future of work, aligning business opportunities with user needs.
- Designed and facilitated workshops to inform the company's digital product strategy and evaluate the user experience of existing offerings.
- Partnered with human-centered design teams to **launch Convene Chicago**, leveraging insights to optimize customer engagement.

SCRA2CH MEDIA PVT. LTD., INDIA, SEPTEMBER 2016 TO JUNE 2017 | **USER EXPERIENCE LEAD**

TEEPOT DESIGN STUDIO, INDIA, MAY 2015 TO JUNE 2017 | **PRINCIPAL, EXPERIENCE DESIGN**

11 MONKS PVT. LTD., INDIA, OCTOBER 2012 TO DECEMBER 2014 | **INTERACTION DESIGN LEAD**

GRIDS CONSULTANTS, INDIA, MARCH 2011 TO DECEMBER 2014 | **ARCHITECTURE CONSULTANT**

Education and Credentials

DISRUPTIVE INNOVATION CERTIFICATE, 2020; Harvard Business School, USA

MASTER OF DESIGN | DESIGN THINKING AND INNOVATION, 2019; IIT Institute of Design, Chicago, USA

BACHELOR OF ARCHITECTURE | ARCHITECTURAL DESIGN, 2015; Birla Institute of Technology, India

Notable Engagements

TRANSFORM RURAL INDIA FOUNDATION, NEW DELHI, INDIA, JANUARY 2023

ADVANCED DESIGN WORKSHOPS for Capacity Building Commission, Govt. of India

- Led design thinking workshops for bureaucrats from the **Ministries of Skill Development, Entrepreneurship, and Labor** in collaboration with **Harvard D-Lab** and the Capacity Building Commission, hosted by the Indian Institute of Public Administration.

HARVARD T.H. CHAN SCHOOL OF PUBLIC HEALTH, BOSTON, MA, DECEMBER 2021

DESIGNING for CONSERVING FUTURES

- Delivered advanced design workshops for the **Association of Fish and Wildlife Agencies** and the **US Fish and Wildlife Service, United States**.
- Participated in a research initiative to enhance human-behavioral connections for organizations to adapt to evolving demographics, public interests, climate, biodiversity, and zoonotic disease threats.

ILLINOIS INSTITUTE OF TECHNOLOGY INSTITUTE OF DESIGN, CHICAGO, IL, OCTOBER 2021

MDM DEEP DIVE

- Coached and guided a team of Master of Design Method students on experience design methods and user experience in a series of three-day in-person working sessions.

Awards and Honors

Royal Society of Arts

Fellow of the Royal Society of Arts (RSA), accepted in 2024

Google

- Earned 30+ formal recognitions for exceptional collaboration, stakeholder management, and design leadership
- Consistently sought-after thought leader to represent Google at executive briefings on Design Thinking.

Ford Motor Company

- CEO Recognition for the Future of Icons Experience Strategy
- Awarded by the chief strategist of the Ford Icons group

Global Skill Development

- Honored as a GSDC Knowledge Advisor for exceptional contribution.
- Recognized for setting a benchmark in knowledge advisory.

Leadership

- **Board of Advisors Member Front End of Innovation, Informa (2023 – Present):** Advise on strategic direction for the forthcoming iteration of the renowned innovation conference FEI; collaborate with industry leaders in crafting an innovation deployment framework.
- **Founding Partner, We Speak Innovation (2020 – Present):** Educate and advise on innovation, design thinking, and business strategy; deliver keynote speeches at global innovation conferences, engaging 10000+ professionals across multiple industries.
- Mentor - Design Leadership - ADPList
- Mentor - Think Design Collaborative - Design Research
- Volunteer - Rosenfeld Media - UXDC

Additional Information

Languages: English, Hindi

Interests: Professional Speaking, Mentoring and Coaching, Photography.