

Harsh Wardhan

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Innovation | Design Strategy | Customer Experience

Career Profile

People-oriented innovation leader with the work experience to produce and present deliverables based on human-centered principles. Possesses a solid foundation in storytelling, customer experience, product strategy, and stakeholder management from a decade of experience in consulting, strategy, and UX roles. An outstanding communicator who can deeply understand both business and technical requirements and translate them into impactful solutions. Qualifications include a Master of Design in Strategy and Innovation from the IIT Institute of Design, Chicago.

Core Competencies

- Cross-Functional Leadership
- Project Planning/Execution
- Systems/Service Design
- Creative Problem-Solving
- Customer Insights
- Customer/User Research
- Design Thinking
- Prototyping
- Public Speaking

Professional Experience

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

INNOVATION MANAGER, Google Cloud

- Spearheaded 50+ high-complexity customer engagements, including but not limited to workshops and hackathons with C-suite and leadership teams of high-value Google Cloud enterprise customers, resulting in **\$1B+ commit value** and **\$500M+ revenue growth**.
- Employing design thinking methodology to unlock business value and accelerate digital transformation; Utilizing diverse innovation methods to advance understanding of customer and stakeholder problems; customized solution roadmaps that meet key business metrics, informing GenAI and LLM solutions that were **launched in 2023-2024**.
- Shaping and scaling a global customer-facing innovation program with a 98% customer satisfaction score that has resulted in significant customer engagement for Google Cloud Sales.
- Collaborating with solution managers, engineers, and cross-functional stakeholders to translate insights into solutions and strategies.
- Promoting business growth through internal advocacy, road shows, client management, and cultivating relationships with stakeholders in North America, LATAM, and EMEA regions.
- Mentoring and managing Cloud Technical Residents, overseeing the creation and development of the Innovation Playbook, the team's first scalable DIY program for the field.
- Elevating innovation engagement offerings by producing flexible, responsive models, branch programs, and hybrid workshops.
- Introduced an operational framework to enable organizations to build high-performance, innovation-driven teams, leading to sustainable, repeatable business growth.
- Received formal commendation for extraordinary teamwork and collaboration by stakeholders and leadership, with contributions recognized as critical to advancing the program; sought after as a thought leader and speaker for executive briefings on innovation and design thinking.

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

DESIGN STRATEGIST, PRODUCT DESIGN TEAM

- Orchestrated the activities of interdisciplinary project teams, working closely with strategic planning, marketing, and engineering leadership to streamline the integration of product innovations into cycle plans.
- Raised project funding by attending high-level meetings with company leadership and stakeholders to present project outcomes, including customer stories. Discussed contributions to overall goal achievement, and strategized new initiatives, which has entailed **multiple product launches**.

- Drove the delivery of digital products and service concepts by prioritizing and delegating tasks to user experience designers.
- Formulated customer journeys and leveraged design principles for product development, synthesizing research insights and customer feedback.
- Conducted user research and customer interviews; analyzed outcomes in-depth to uncover opportunities for improvement by implementing new features or remediating errors/bugs/inefficiencies/pain points.
- Prepared product roadmap proposals that reflected research insights and findings on future trends.
- Advised engineering/technology leaders in developing and testing prototypes;

FINABL, CHICAGO, IL, MARCH 2019 TO MAY 2019

DESIGN STRATEGY CONSULTANT

- Led the research team to understand stakeholder challenges throughout the selection and execution of solutions in an innovation lab.
- Interfaced with the senior leadership and innovation team to establish a design process, engagement models, and collaboration protocols based on human-centered insights for digital products.
- Generated designs and constructed prototypes for a tracking system as part of the company's Innovation Program.

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

USER EXPERIENCE STRATEGY CONSULTANT

- Partnered with the scenario planning project team to devise customer experience concepts for the future of the workplace.
- Coordinated with the user experience team to inform the company's digital product strategy and evaluate the user experience of existing products.
- Directed the human-centered design team in collaborating with Convene's strategy teams to capitalize upon business opportunities for upcoming markets, leading to the **Convene Chicago Launch**.

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

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

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

MASTER OF DESIGN IN STRATEGY AND INNOVATION, 2019; IIT Institute of Technology

BACHELOR OF ARCHITECTURE IN ARCHITECTURE AND DESIGN, 2015; Birla Institute of Technology

Notable Engagements .

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

ADVANCED DESIGN WORKSHOPS for CBC, 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 HonorsGoogle

- Earned 30+ formal recognitions for exceptional collaboration, stakeholder management, and design leadership
- Consistently sought-after thought leader to represent Google at executive briefings on the topic of innovation and human-centered design.

Ford Motor Company

- Recognition for the Future of Icons Strategy
- Program awarded by the chief strategist of Ford Icons group

Royal Society of Arts

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

Global Skill Development and Awards

- 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 5000+ professionals across multiple industries.

Volunteerism

- *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.