

ABHISHEK R CHAVAN

Senior UI/UX Designer | Product Design | Experience Strategy

+91 87559 84950 | abhishek.chavan29@gmail.com

Professional Summary

UX/UI and product design professional with 12+ years of overall experience, including 10+ years in UX and interface design across enterprise, financial services, automotive, e-commerce, and digital platforms. Skilled in end-to-end design, research, prototyping, and usability testing. Experienced in cross-functional collaboration, simplifying complex workflows, design leadership and recruitment. Recently drove UX strategy and design quality across 20+ products at Mercedes-Benz HQ.

Professional Experience

Thoughtworks India

Lead Consultant – Experience Designer | India | Aug 2022–Present

- Lead UX strategy, UX writing, and design quality initiatives for Mercedes-Benz HQ in Germany, partnering with the Design Director across 20+ products. Conduct experience audits, establish UX best practices, and guide vendor teams to strengthen design consistency, usability, and quality across the product portfolio.
- Drive end-to-end UX design delivery for Zones, translating complex business requirements into intuitive user experiences and collaborating with development teams to ensure design feasibility and implementation alignment.
- Led user journey mapping, usability testing, and low-fidelity wireframing for Yara International's Tanzania market launch, helping validate user needs and shape locally relevant digital experiences.
- Led UX design for a generative AI proof of concept for a Singapore government organization, translating emerging AI capabilities into user-centric workflows and demonstrating potential opportunities to improve digital service delivery.
- Lead the performance management and career development of four UX designers, overseeing annual appraisals, growth plans, and promotion decisions.
- Drive design recruitment end to end, including candidate shortlisting, portfolio reviews, design challenges, and final hiring decisions.

Thoughtworks Singapore

Senior Consultant – Experience Designer | Singapore | Dec 2020–Aug 2022

- Led end-to-end UX design for a health and fitness mobile app, spanning research, ideation, wireframing, usability testing, and delivery to create intuitive experiences supporting fitness and healthy purchasing.
- Partnered with the client's Design Director to align UX strategy, coordinated design activities based on team strengths, and incorporated user interview insights to strengthen design decisions. Identified and proposed experience enhancements based on resident needs and user feedback, aiming to improve usability, encourage sustained engagement, and support long-term product adoption.

Daimler Financial Services (Daimler Mobility)

Assistant Manager – Product Designer | Singapore | Jul 2019–Nov 2020

- Designed an online retail credit application platform launched in South Africa and Australia, enabling a streamlined digital application experience for customers.
- Revamped the Mercedes-Benz dealer application across Japan, South Korea, and Russia, improving workflows for finance and insurance quotes, applications, and contracts.
- Conducted user research and task-flow analysis to identify usability gaps and translate business requirements into intuitive UX flows, wireframes, and interactive prototypes using Axure RP and Sketch.
- Presented design concepts to Product Owners and the Chief Product Owner, incorporating stakeholder feedback to align user needs with business objectives and technical feasibility.
- Applied SurveyMonkey feedback and eyeQuant-supported usability testing to validate design decisions, identify usability issues, and refine interface layouts.
- Partnered with developers, solution architects, and QA teams to support design implementation, maintain UX consistency, and ensure alignment between approved designs and delivered experiences.

Deloitte Digital

Senior Specialist – User Experience Designer | Bengaluru | Aug 2017–Jun 2019

- Designed an IT service management application for Hewlett Packard Enterprise (HPE) over a 17+ month engagement, including a four-week onsite business trip to San Francisco to support client collaboration.
- Designed an e-order management application for Dell Technologies in India, contributing to the organization securing a significant client contract.
- Recognized for design contributions and performance, earning a promotion to Senior Specialist.

Think Design Pvt. Ltd.

User Experience & Interface Designer | Hyderabad / Bengaluru | May 2016–Jul 2017

- Delivered UX/UI design contributions across diverse digital products, including GE Motors & Generators e-commerce, Zafin BFSI executive dashboards, and a VMware fintech application.
- Contributed to client pitches and proposal documentation, supporting business development efforts and earning a promotion to UX Project Coordinator.

Tata Motors Ltd. (Tata Technologies Ltd.)

Senior CAE Analyst – Noise, Vibration & Harshness | Pune | Jun 2015–May 2016

- Benchmarked competitor SUVs, including Land Rover, and analyzed roof, floor, and body-panel structures to identify NVH improvement opportunities, supporting noise and vibration optimization while maintaining vehicle performance for Harrier and Safari models.

Tata Motors Ltd. (Tata Technologies Ltd.)

CAE Analyst – Noise, Vibration & Harshness | Pune | Jan 2011–Jul 2013

- Refined SUV noise and vibration performance by balancing weight optimization, NVH targets, and overall vehicle performance.
- Awarded two years of study leave to pursue a Master of Design in Transportation Design, supporting a transition from engineering to design.

Education (Full-time)

Master of Design, Transportation (Industrial) Design | University of Petroleum & Energy Studies, Dehradun | CGPA: 3.84/4.0 (Batch topper; University Silver Medal and scholarships)

Master of Technology, Mechanical Design Engineering | KLE College of Engineering & Technology, Belgaum | 76% (First Class with Distinction)

Bachelor of Engineering, Mechanical Engineering | KLE College of Engineering & Technology, Belgaum | 68% (First Class)

Recognition

- Extra Miles recognition with cash reward – Daimler Financial Services, Singapore
- Outstanding Employee award with cash reward – Deloitte Digital, Bengaluru
- Employee of the Quarter – Think Design, Bengaluru
- University Silver Medal & scholarships – Master of Design, UPES

Core Skills

End-to-end product design, UX research & user interviews, Usability testing & validation, User journeys & task flows, Wireframing & prototyping, High-fidelity UI design, Design quality & consistency, Design system creation & maintenance, Stakeholder & product collaboration, Design reviews & team guidance, Enterprise workflows, Figma, Adobe Creative Suite, Axure RP, Sketch, Balsamiq, AI initial usage - Figma Make, FigJam & Claude.

Additional Information

Languages: English, Hindi, Marathi and Kannada