MIHIR PATHARE

Work showcase: www.mihirpathare.com
www.linkedin.com/in/mihirpathare

I am a **User experience strategy** and **digital transformation** expert with over **11 years of experience** crafting the customer experience, **setting up and scaling design teams** and establishing **design ops** to support Agile product teams in various industry verticals and in geographies around the world

7 countries • 20 products • 12 verticals • 10y experience • 5 design communities

• **Hired and trained design teams** for Agile squads while **operationalizing digital product innovation centres** for clients in Rwanda, Egypt, South Africa, and Saudi Arabia and India
• **Created and ran an Apprenticeship Training Program for Fractal Ink** for the recruitment and training of 15 designers
• **Planned and facilitated more than 50 workshops** for product innovation, ideation, roadmap building, driving stakeholder alignment and more in **both in-person** and remote settings for clients in various geographies
• Implemented new project management and design ops princples in client engagements to **ensure faster onboarding, better communication, and maintenance of project continuity** during staffing transitions
• **Co-founded** and **nurtured 5 design communities** in various geographies

Work Experience

Lilium Blue Strategy & Innovation, Mumbai, India   2023 - present
Founding partner

Fractal Ink Design and Consultancy, Mumbai, India   2017 - 2023
Associate Director, UX & Strategy | Previously: Senior UX Lead, Lead UX Strategist

UX Strategy and design team setup for digital factory Riyad Bank, Saudi Arabia — 2022	**Visitor experience design for National tourism strategy** Saudi Tourism Authority, Saudi Arabia — 2021	
UX Strategy and design team setup for digital factory Banque Misr, Egypt — 2020	**UX lead for USSD digital wallet for Bank Of Kigali, Rwanda** Bank of Kigali, Rwanda — 2018	
UX strategy and design team setup for lifestyle superapp Nedbank, South Africa — 2018	**Research ops for design & development of GIS tools, India** HERE Solutions. India — 2018	
Consumer research for State Bank of India, India State Bank of India, India — 2017	**Design of Mutual funds management plaform** Axis Mutual Fund, India — 2017	

and 12+ other projects

UX Design Consultant at IDC Technologies, Costa Mesa, CA, USA   2016
UX Lead for global website for documentation of API product offerings at Experian PLC. http://developer.experian.com

UX Designer at Rightscale, Santa Barbara, CA, USA   2015 - 2016
UX Lead for a collection of SaaS products to orchestrate, automate, govern and optimize costs for cloud applications

UX Designer at Semblance AR, Brooklyn, NY, USA   2014
UX driven design for wearables and iOS and Android apps of PlayAR - an augumented reality game

UX Designer at Vernalis, NYC, NY, USA   2014
Designed user experience for web based and cross platform experiences for SaaS products

Graphic Designer and Web Designer - Freelance, Mumbai, India   2009 - 2012
Designed the branding, logos, print collateral for various local busionesses and an e-commerce start up

Community

• Cofounder of UX Brunch Club, a monthly meetup for UX professionals in Mumbai, with chapters in Pune and Bangalore
• Community moderator at www.designerhangout.co, a Slack community of 25,000+ UX designers & researchers
• Conducted over 30 webinars, lectures and workshops about UX design, Research & testing, Product design & Agile principles

Skills

UX and Business Strategy | Digital transformation | Experience Design | Training and Mentorship | Research and Testing | Agile | Design Ops | Design Sprint | Lean UX

Industry Verticals

Commerical & Business Banking | Mutual Funds | Legal | Fintech | e-Commerce | Cloud Infrastructure | Credit Monitoring | Agritech | Media & Entertainment | Webhosting | Public Transport | Digital wallets | Tourism

Education

NYU Engineering, New York: MS Integrated Digital Media, 2012 - GPA 3.74

Mumbai University, Mumbai: BE Information Technology, 2010