

Harsh Kumar

UX/Product/Service Designer

 Industrial Design  Service Design  Sustainability  UX/UI Design  VR/AR

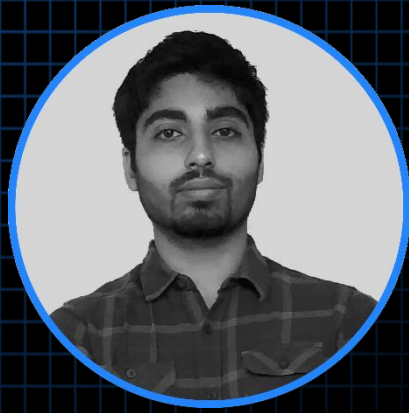
Education

- Royal College of Art – London, UK
MA Service Design 2018
- Savannah College of Art and Design
BA in Industrial Design
Minor in Design for Sustainability 2015

Experience

- **Fiserv** 2019 - pres
Sr. UX/UI Design Consultant
Fiserv is an international fortune 500 fintech company which provides services including payments, processing, risk and compliance and channel management. As a Senior UX/UI Design Consultant, I've worked across the entire design/development pipeline from: UX/Service design research, user research, performing heuristic and ADA audits, creating new proof of concepts, developing wireframes, managing and delivering assets to development teams, working with product owners, managers and customers, security and quality assurance testing, pitching concepts to customers and senior leadership and launching products to scale which reach up to 90 million monthly hits. During me tenure at Fiserv I owned the designs of several products such as Client Central, Accurate, and iLendX as well as advising and consulting for products such as Clover, Zelle, OnDot and ATM services.

Design Innovation/Research Lab Coordinator
Fiserv is an ever-growing organization which owns hundreds of different fintech products, most of which were acquired over the past 40 years. I had the privilege to initiate, establish and lead the operation of a Design Innovation/Research Lab. I began by giving workshops and presentations to developers, managers and leadership to bring light to the value design can bring to the services offered with case studies of our teams work and modern design thinking strategies and frameworks. From there the need for a cross-business internal design consultancy was apparent and I was chosen to spearhead the services we would offer, managing and assigning team members to initiatives and assisting in bringing internal and external clients into our pipeline and educating teams on the processes and value of Service design, UX/UI design and design thinking to enhance initiatives across the organization.
- **Bitguard** 2018 - 2019
Product/Service Designer
Bitguard is a secure crypto wallet start up company. I have several responsibilities ranging from graphic design, branding, web and mobile wireframing, final prototyping, developing quick clickable walkthroughs, delivering assets such as icons, logos, images and dimensions of app screens, communicating and working directly with engineers, sketching, 3D modelling, 3D printing, manufacturing as well as user testing and marketing. I utilized a variety of software and tools to complete my tasks such as photoshop, illustrator, Figma, Solidworks, key shot as well as wireframing, storyboarding, customer journey mapping and a/b user testing.
- **Blockwala** 2018 - 2019
Design Consulting
Blockwala is a start up company which works on a variety of projects using blockchain technologies. I work on overall design, package concepts, deliver presentations as well as being responsible for branding, graphic design, web design, wireframing and app design. One of the most important contributions I made was developing a unified company vision and design language. I helped the team understand what they are doing, what goals they hope to accomplish and what methods, philosophies and frameworks we all believe will help us accomplish our goals. This really improved the team's productivity and communication by giving each member the freedom to work on their own terms as well as understanding what the other coworkers are doing to help quickly build and test our concepts.



As a designer, I place equal focus on both the holistic, end-to-end concepts as well as focusing on details to deliver effective, easy-to-use, and aesthetically pleasing products and services from which users can gain true value and enjoyable experiences.

Contact

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Skills

Industrial Design
Service Design
User Experience
User Interaction
VR/AR Design
Graphic Design
User Research
Market Research
Research Visualization
Product Development
Sketching / Ideation
3D Modeling / Printing
Digital / Physical Prototyping
User Testing
Blueprinting
Journey Mapping
Wireframing
Web/Mobile Design
VR/AR Development
Film / Video Editing
Animation / VFX

Soft Skills

Project Management
Communication
Decision Making
Time Management
Self-motivation
Conflict Resolution
Strategic Design
Holistic / End-to-end
Detail Oriented
Process Driven
Analytical
Directed Intent
Leadership
Adaptability
Interdisciplinary
Teamwork
Design Thinking
Human Centered

Software

Solidworks
Rhino 3D
Keyshot
Adobe Photoshop
Adobe Animate
Adobe Illustrator
Adobe InDesign
Adobe After Effects
Adobe XD
Adobe Creative Suite
Dassault Systems Catia
Autodesk AutoCAD
Autodesk Inventor
Autodesk Maya
Autodesk Revit
Axure
Figma
Sketch
InVision
CuraSlicer
HTML/CSS
Marvel App
Unity
Unreal Engine
C#

Babbles

2017-2018

UX Designer

Babbles is a location-based messaging app developed by Aureans based in London, UK. I was responsible for redesigning the existing app to help engage and retain new users. My responsibilities included user and market research, wireframing, developing clickable walkthroughs, developing a unified vision with the whole team, delivering assets directly to engineers for application development and conducting user testing and iterations. My experience on this project gave me great insight on how to work with international teams to develop quick and functional prototypes to test in multiple countries with different cultural values.

Telefonica

2017

Collaborative Project

Title: Stride

Worked with a team of 2 other UX designers to help deliver an end-to-end solution for helping users make wiser financial decisions based on their mobile activity. While the project was sponsored by Telefonica, a telecom company in Europe, we also worked with and gained insights from the lead design team at Barclays bank in the UK. The project was well received, and the company has decided to pursue this direction.

PepsiCo (EU)

2017

Collaborative Project

Title: Full Morning

Worked individually for PepsiCo through a collaboration with Royal College of Art. The goal was to help PepsiCo deliver larger amounts of 'healthier' breakfast foods to customers. The short project was meant to inspire innovation in the snack food industry by bringing in new ideas which younger generations would find appealing.

CNH Industrial

2017

Collaborative Project

Title: Bug-E

CNH Industrial (owned by Fiat) manufactures agricultural vehicles and equipment worldwide. Their primary focus is medium to large tractors, however they wanted to emerge in the 3rd world rural market. I helped deliver and was awarded most innovative product/service by CNH Industrial for my end-to-end concept which required 3 months of research, ideation, prototyping and iteration to develop my final concept. This concept has been featured in multiple automotive and technology sites such as form trends - and even sparked some conversations with members of the UN Rural Development Agency.

Healthy Home and Kitchen

2015

Industrial Design Intern

Designed and developed two unique design patents for a whiskey glass and a muddler. Worked individually and directly with the owner of the company to help expand the range of products available. Tasks included user research, sketching, 3D modelling, 3D printing, user testing and multiple iterations. Both items which I designed are currently available on their website and amazon.

DynaCraft

2015

Collaborative Project

Title: DynaCraft

Collaborative project with Savannah College of Art and Design and DynaCraft in which a team of 20 students came together to help develop a unique set of children's 12v ride on vehicles with universal chassis to decrease costs. My role was a project manager leading a team of one of three vehicles as well as 3D modeler and product designer. I was also the lead designer on the universal chassis system and communicated with all teams to develop the final product.

Freelance

2013-Pres

I have worked on freelance and temporary contract work since studying in undergrad.

I've done freelance in the areas of graphic design, logo design, branding, web design, app design, 3D modelling, rendering, 3D printing.

Some paid client projects I've worked on:

- UX Research/Design for Cobotics (Cisco backed startup)
- Solidworks CAD modelling for portable light system for Prism Lighting Services
- Solidworks CAD modelling/Patent for PDW system (Individual)
- VR Design/Development for art gallery showcase (Individual)
- Branding/Web design for iExcel (local tutoring center)

