Harshit T Rao

UX Architect | Product Design & Design Systems | Practice Lead

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PROFESSIONAL SUMMARY

UX Architect and Product Designer with 15+ years designing and governing large-scale digital systems across government, automotive, and enterprise ecosystems. Lead UX architecture for iGOT Karmayogi (15M+ users, 60M+ completions), proposing and winning its INR 2Cr+ 3.0 expansion, and head the Design Centre of Excellence for Tarento's Build business unit. Built HMHT, an AI-first design method adopted across 7+ engagements, including Hector Rail, where it compressed a multi-month delivery timeline into weeks.

CORE COMPETENCIES

Product & UX Strategy · UX Architecture · Design Systems Governance · AI-First Design Delivery · AI-Assisted Prototyping · Information Architecture · Service Design · Accessibility & Inclusive Design · Consumer Mobile App Design · Interaction Design · A/B Testing & Experimentation · Stakeholder Management · Team Leadership & Mentorship

Tools: Figma (Expert) · FigJam (Expert) · Material Design 3 · Google AI Studio · Google Stitch · Claude · HTML/CSS/JS

PROFESSIONAL EXPERIENCE

Tarento Group | Bengaluru, India | Promoted from Principal Designer, Nov 2024

Associate Architect, User Experience | Design CoE Practice Lead Nov 2024 – Present

- Proposed and won the iGOT 3.0 revamp (INR 2Cr+, 1–2 years, 5-person team) and serve as sole design decision-maker across 100+ workflows on a Material Design 3-based platform with 15M+ users, 4,000+ courses, and 60M+ completions; standardised its typography and iconography for legibility at scale
- Lead the Design Centre of Excellence for Tarento's Build business unit, directing a mid-to-senior design team of 8 (20+ designers led to date) and setting design standards, career frameworks, and training; run the internship program end to end, with 2 interns converted to full-time hires and more in mentorship
- Built HMHT (How Might Human Think), an AI-first design method for early SDLC stages when real user research is constrained, adopted across 7+ engagements; led it requirements-through-frontend on Hector Rail's platform revamp, compressing a multi-month timeline into weeks and proving AI-first delivery is repeatable, not a one-off
- Led product thinking and design for CARA, Stellantis's in-car conversational assistant; shipped publicly with Citroën's Basalt X range in India, September 2025
- Built the Design Excellence Checklist, a six-phase quality-gate process for design deliverables, now in use on the design team's projects; built an AI-assisted project-level design system for iGOT
- Independently designed Project Goodwill, a civic service blueprint and stakeholder journey map built on HMHT's five-phase process, now being prepared as a formal proposal at Tarento

Principal Designer Dec 2021 – Nov 2024

- Structured complex problem spaces into scalable UX solutions for iGOT Karmayogi, spanning 50+ workflows, alongside numerous other projects from large platforms to quick-turnaround engagements
- Led full product ideation and design for Ashok Leyland's Engage intranet application; delivered in 6 months, leading Ashok Leyland to commission a second, AI-first refresh phase
- Established foundational design patterns and components that later evolved into Tarento’s design system, white-labeled to power multiple client POCs and projects in significantly compressed delivery timeframes, while reducing day-to-day design effort for teams building on it

Senior Interaction Designer Dec 2018 – Dec 2021

- Conducted UX research across iGOT's user base, sampling across grade levels among its lakhs of learners, to diagnose mismatches between the platform's original Sunbird DPG architecture and users' mental models; findings directly shaped the iGOT 2.0 transformation
- Designed end-to-end service experiences across Aadhaar Seva Kendra (78 districts nationwide), mAadhaar, and Project Anuvaad, later deployed as SUVAS for the Supreme Court of India and adopted by the Supreme Court of Bangladesh as Amar Vasha
- Facilitated recurring stakeholder workshops, roughly quarterly per project, to define problem spaces and align stakeholders; still standard practice on iGOT today, from its earliest phase to the present
- Created detailed design specifications for ASK, Anuvaad, and mAadhaar to ensure consistency and scalability across implementations

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Position² Inc. | Bengaluru, India

Senior Interaction Designer Jul 2016 – Nov 2018

- Led a team of designers to deliver end-to-end UX solutions across web and mobile platforms
- Established design guidelines and reusable patterns adopted across multiple project teams

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Tarento Technologies

Senior Designer (2015–2016) | Design Engineer (2010–2015)

- Designed mobile applications and kiosk-based systems, including a large-scale digital wayfinding program
- Designed the consumer and driver-facing apps for Lithium Urban Technologies, India's first all-electric corporate transport fleet, full ownership from co-ideation through field testing of the driver app deployed on in-vehicle tablets, designed for legibility and safe glanceability across day and night driving conditions
- Led UX for real-world interactive kiosk and mobile systems and mentored junior designers on the team, an early start to a practice I now lead formally

EDUCATION

- Interaction Design Foundation (IxDF): User Experience Design, User Research Methods
- Arena Multimedia, Bengaluru: AAASP (2007–2010)
- Karnataka State Open University (KSOU), Mysuru: Bachelor of Fine Arts (BFA) coursework (2010–2012)

CERTIFICATIONS

- HFI-CUA™ training (2016)
- How to Design for Accessibility, Udemy
- Interaction Design Foundation, User Experience Design (Professional)

AWARDS & HACKATHONS

- Collaborator of the Year, Tarento Group (2024)
- Stellar Performer of the Year, Tarento Group (2022)
- Gem of the Year, Tarento Group (2021)
- Creative Spark, Tarento's internal hackathon: organised and led the event (2024, 2026)

LANGUAGES

English (Full Professional), Kannada (Native), Hindi (Full Professional), Telugu (Working)