

# Harsh Solanki

Lead Product Designer | 13+ Yrs Experience

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## Professional Summary

Design leader with 13+ years of experience building and scaling enterprise products in BFSI, fintech, and SaaS. Currently leading UX for bp's EU Fleet platform (OneFleet) — a system supporting 500K+ customers and ~12M transactions every month across Europe. I focus on simplifying complex systems like payments, cards, invoicing, and account hierarchies into usable, scalable experiences.

I've led design systems (bpCore), mentored teams, and partnered closely with product and engineering leaders to deliver outcomes like 20% faster task completion, 35% better decision-making, and multi-million revenue impact.

I work best where design drives product decisions, not just screens.

## Work Experience

### British Petroleum

#### Design Lead

Dec 2022 - Present

- I lead UX for bp's EU Fleet platform (OneFleet) — a large-scale system used across Europe.
  - Designing for a platform that supports 500K+ customers and ~12M transactions/month
  - Leading UX across payments, cards, pricing, invoicing, and account management systems
  - Partnering with product and business leaders to shape roadmap decisions and drive \$7M+ revenue impact
- What I've driven
  - Improved task completion by 20% and decision speed by 35% in core workflows
  - Simplified complex flows like card lookup, account hierarchy, and transaction visibility
  - Reduced operational friction for both internal users (bp teams) and external fleet customers
- Design systems & scale
  - Leading bpCore, bp's design system, across web and mobile
  - Built strong component coverage and governance, improving consistency and speed across teams
  - Reduced platform customization by ~10% by aligning design with system capabilities
- Team & collaboration
  - Managing and mentoring a team of 5-12 designers
  - Working across UK, EU, and ANZ teams in a highly regulated environment
  - Driving better collaboration between design, product, and engineering

### NICE

#### Specialist Product Designer

Sep 2019 - Nov 2022

- Worked on enterprise SaaS products used by 1M+ users globally.
  - Led UX across multiple product areas focused on efficiency and cost-to-serve
  - Built and scaled a design system, improving consistency and delivery speed
  - Mentored designers and helped grow team capability
- Impact:
  - Reduced task time by 15%
  - Improved CSAT by 15%
  - Increased team delivery capacity by 3x

### FIS

#### Senior UX Designer

Mar 2018 - Sep 2019

- Worked on Commercial Loan Origination (CLO) systems for global banks.
  - Designed workflows for underwriting, approvals, and compliance-heavy processes
  - Simplified complex financial forms and decision journeys

## 2. Impact:

- Improved form completion by 10%
- Reduced training effort by 20%

## Infosys

### Senior UX Designer

*Sep 2017 - Mar 2018*

- Designed intuitive, mobile-first field service management tools for KONE, successfully deployed to a user base of over 10,000 field engineers globally.
- Improved field reporting efficiency by 15% through targeted, data-focused UX enhancements and workflow optimization.
- Led the creation and documentation of platform-wide design guidelines and foundational mobile-first component systems.

## Cognizant

### UX Designer

*Feb 2014 - Aug 2017*

- Designed user experiences for high-profile government and enterprise websites; contributed to projects recognized among Singapore's top 3 most admired digital initiatives.
- Reduced project launch cycle times by 15% through proactive stakeholder alignment strategies and the implementation of iterative design methodologies.

## Skills

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### Leadership & Strategy

UX Strategy • Design Leadership • Stakeholder Management • Service Design

### Design Systems & Engineering

Design Systems (bpCore) • Component Libraries • Design Engineering • Governance

### BFSI & Enterprise

Corporate Banking (CLO) • Payments • Cards • Invoicing • Compliance UX

### Data, Innovation & Research

Metrics-driven UX • OKRs • AI-assisted workflows • End-to-End UX • User Research • Usability Testing • Information Architecture

## Education

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### Royal College of Arts, London

*Sustainable Design Course – 2024*

### Birla Institute of Technology

*Master's in Software Engineering – 2015–2017(WILP)*

### Uttranchal Institute of Technology

*Bachelor's in Computer Science – 2009–2013*

## Certifications

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### NN/g UX Interaction Design Specialist

*Nielsen Norman Group, March 2021*