

# abhishta lalwani

Portfolio  
[www.abhishtalalwani.com](http://www.abhishtalalwani.com)

Product & Experience  
Designer

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## EDUCATION

**Master of Design  
Innovation & Technology** 2022 -2024  
(GPA: 3.8/4)  
RMIT University, Australia

**Graduate Certificate -  
Design & Innovation** 2017-2018  
ISDI Parsons, India

**Bachelor of Commerce** 2013-2016  
(Major in Accounting & Financial  
Management)  
University of Mumbai

## AWARDS & ACKNOWLEDGEMENTS

**'Social Innovation Award' -** 2024  
**Master of Design Innovation &  
Technology, RMIT University**  
Received the award for my major project  
'Breaking The Cycle' - A community-  
centric platform focused on providing  
menstrual literacy, equity, and advocacy  
for international students from diverse  
backgrounds.

**'Stand-out Performer Award' -** 2021  
**Jio Platforms Limited**  
Received the 'Stand-out Performer'  
award for a creative approach in  
revamping the design for two digital  
products

## BACKGROUND

Product & Experience Designer with 4+ years of experience designing digital products and services across IoT, automotive and media sectors. Skilled in combining UX research, service design and systems thinking to create customer-centred solutions balancing user needs, business goals and emerging technologies.

## WORK EXPERIENCE

**Accounts Receivable Assistant** Dec '25 - Present  
(Contract)  
Coles Group

- Reviewed customer onboarding applications and maintained account data for 1,000+ business customers.
- Investigated payment discrepancies and outstanding balances to support timely resolution.
- Managed account maintenance and block administration for 3,000+ customer accounts in SAP.
- Delivered stakeholder support through high-volume customer communications with around 60+ interactions daily.

**UI/UX Designer - Jumpstart Program** Dec '24 - July '25  
Trackday

- Conducted user research and journey mapping to identify opportunities across web and mobile experiences for Australia's motorsport community.
- Translated research insights into user flows, wireframes, prototypes and high-fidelity designs.
- Collaborated with founders and stakeholders through workshops, design critiques and iterative testing cycles to refine product experiences.

**UI/UX Designer - Experience Design** Oct '18 - May '22  
Jio Platforms Limited

- Led UX research and design for JioMotive (now JioThings) and JioHome, (products within Jio's digital ecosystem) collaborating with product, engineering, and marketing teams.

## SKILLS

### UX & Product Design

User Research • UX Design • UI Design • Interaction Design • Information Architecture • User Flows • Wireframing • Prototyping • Design Systems • Accessibility • Copywriting • Video Editing

### Research & Strategy

Journey Mapping • Service Design • Stakeholder Interviews • Systems Thinking • Competitive Analysis • Design Thinking

### Tools

Figma • Figma Make • FigJam • Adobe Creative Suite (Photoshop, Illustrator, InDesign, Premiere Pro) • Miro • Lovable AI • Jira • Microsoft Office (Word, Excel), GPT Image 2.0, Nano Banana Pro

### Soft Skills

Collaboration, Communication, Problem-Solving, Project Management, Critical Thinking, Stakeholder Management, Time Management, Detail-oriented

## VOLUNTEERING

### Teaching Volunteer Mar '14 - May '14 The Akanksha Foundation

Trained underprivileged children through career fairs & English classes for their career development

## WORK EXPERIENCE (Continued from Page 1)

- Enhanced user engagement with JioMotive and JioHome achieving 4/5 and 4.4/5 ratings on the App Store.
- Designed seamless cross-platform experiences for mobile, web, set-top-box, and JioPhones, ensuring usability across Jio's vast and diverse user base.
- Created stall graphics and marketing collaterals for Jio's Connected Vehicles platform, showcased at Auto Expo 2020 (600K+ attendees).
- Contributed to UI design for Solar Energy, Agriculture, and Gaming platforms.

### UI/UX Design Intern HumanX

May '18 - Sept '18

- Designed web and mobile experiences across education and finance projects.
- Conducted user testing and contributed to UX research activities throughout the design process.
- Supported digital marketing initiatives and social media strategy for the consultancy.

### Graphic Design Intern Moe's Art

April '17 - July '17

- Contributed to website design and social media content creation across client and internal projects.
- Developed visual assets aligned with brand and communication objectives.

### Assistant Producer

April '16 - Nov '16

Flarepath-Ephemeris Content Labs

- Supported digital content and campaign strategy for major entertainment brands including Disney, Marvel, UTV Films and Star Movies.
- Assisted in planning and execution of digital campaigns for film releases including 'Dangal', 'Doctor Strange' and 'Moana'.