Shubham Johari

Senior Product Designer · AI & Enterprise UX

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SUMMARY

Senior Product Designer with 8+ years in enterprise software, currently driving AI Analytics strategy at ServiceNow — turning complex, data-heavy workflows into AI-native, insight-to-action experiences for administrators and platform owners.

SKILLS

Design: User-Centered & Accessibility Design, Interaction & Visual Design, Generative AI Integration, Design Systems, End-to-End Design Process, Rapid Prototyping

Tools: Figma, Figma Make, Claude & Claude Code

PROFESSIONAL EXPERIENCE

Senior Product Designer

ServiceNow, Bangalore, India | September 2025 – Present

- Lead end-to-end UX strategy for AI Analytics across ServiceNow's AI platform — spanning AI Assistants, Skills, AI Agents, and Evaluations — transforming static dashboards into AI-native, insight-to-action experiences.
- Defined the product vision for conversational, answer-driven analytics, enabling users to query KPIs, investigate anomalies, and run drill-down analysis in natural language.
- Designed core analytics capabilities including Usage & Adoption Analytics, Performance Explorer, Business Value Metrics, AI Agent Analytics, and custom KPI frameworks.
- Spearheaded integration of analytics into the Now Assist Center (NAC), consolidating AI administration into a single experience and reducing friction in surfacing insights.
- Introduced business-value and evaluation-health measurement frameworks to improve observability and governance of enterprise AI deployments.
- Owned design narratives, competitive benchmarking, and roadmap storytelling, aligning leadership around long-term AI Analytics strategy.

UX Design Specialist

SAP Labs, Bangalore, India | February 2020 – August 2025

- Led end-to-end design for Resource Management applications within the Cloud ERP suite, enabling efficient project services and resource allocation.
- Delivered AI-based solutions for the “Problem-Solving Methodology” app used across manufacturing and supply-chain customers, lifting adoption from 15% to 35%.
- Designed and implemented AI design guidelines for Fiori and SAP S/4HANA Cloud (Quality Management), cutting design-cycle time by 30% and improving adherence to design standards by 40% across teams.
- Ran end-to-end research (site visits, interviews, focus groups), translating insights into journey maps, wireframes, and prototypes in Figma.
- Built and maintained scalable design systems aligned to SAP's Fiori guidelines, ensuring consistency across global solutions.
- Championed design culture through Design Thinking workshops and the Design Eye Opener series; won SAP's Designathon 2023.

User Experience Designer

Accenture, Mumbai, India | July 2019 – January 2020

- Redesigned internal enterprise tools, improving task-completion rates by 25% through better data visualization and intuitive UI.
- Reduced system error rates by 15% and increased user-satisfaction scores by 20%.
- Facilitated stakeholder workshops and usability testing to iteratively refine solutions, and contributed designs to client-onboarding pitch decks.

Senior Analyst

Flex, Pune, India | May 2016 – July 2017

- Automated logistics processes, increasing operational efficiency by 20%.
- Built shipment track-and-trace tooling that improved data accuracy and decision-making.

Analyst

Searce, Pune, India | July 2015 – April 2016

- Analyzed shipment performance and produced reporting to improve logistics planning and efficiency.

EDUCATION

Master of User Experience Design — MIT Institute of Design, Pune | 2017 – 2019
Bachelor of Electrical Engineering — Bharati Vidyapeeth College of Engineering, Pune | 2011 – 2014

CERTIFICATIONS

- Exploring the SAP Business AI Portfolio (SAP)
- Generative AI (SAP)
- Formative Usability Testing: Preparation, Script Writing, Moderation & Note-Taking (SAP Labs)

ACHIEVEMENTS

- Winner, SAP Designathon 2023 · Active speaker and mentor in Design Thinking workshops