

# Abhishek Thakur

Product Design Lead @Delhivery, India

B.Tech in Information Technology, IIT Allahabad, Class of 2016

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With 9+ years across B2C and B2B domains, I've shaped user experiences at Swiggy Dineout, Times Internet, Jio (MyJio, Jiomart, Netmeds), Embibe, and now lead UX at Delhivery transforming logistics and supply chain systems at scale.

Rooted in engineering, enriched by entrepreneurship and public service prep, I design with empathy, systems thinking and a bias for real-world impact. Because great design doesn't just answer—it listens.

UX Design Lead  
**Delhivery Ltd, India**  
2023 - Now

I lead the design function at Delhivery as the senior most designer, managing a team of 12 member. I oversee digital experiences for the Delhivery's Transportation and Warehouse businesses, contributing ₹9,000 Cr and ₹3,000 Cr in revenue, respectively. With the rapid growth of quick commerce and dark stores, I drive high-impact design solutions to improve operational efficiency and user experience across Delhivery's digital platforms.

What sets this role apart: I don't just design from behind a desk. From riding with delivery partners to shadowing riders and the warehouse team. I immerse myself on the ground to understand real-world friction and opportunities, translating them into scalable, intuitive solutions used by thousands every day.

Sr. UX Manager  
**Jio Platform (Reliance)**  
2022 - 2023

I played a variety of roles in the Reliance Jio's central design team as a UX designer. I successfully launched JioMart DS 2.0, the new MyJio & JioMart payment flow and Netmeds DS 2.0.

🏆 Design Nerd

Winner of Design Nerd 4: An interactive initiative for different teams under Jio spectrum.

🏆 Spotlight Award

For going above and beyond the call of duty, demonstrating a result-focused outlook, collaborating seamlessly, and supporting others selflessly.

Co-Founder  
**Travacations Tours & Travel**  
2019 - 2022

After gaining some initial experience, I became keen on understanding the product-building process from scratch - sharing ideas, collaborating with startups, and designing customer-centric travel services. I focused on creating intuitive, scalable experiences that balanced quality, affordability, and accessibility.

I also travelled to more than 6+ countries during this period to learn about their cultures, architecture, cuisine, and people. I hope this trend will keep moving forward.

🌍 Travel 6+ Countries

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Sr. UX Designer, Manager II  
**Swiggy's Dineout (TIL)**  
2016 - 2020

 **Manager I to II**

I led the design for The Great Indian Restaurant Festival (GIRF), India's biggest restaurant discount festival, driving significant user growth and engagement. I managed a 6-member team to conceptualize and design the app and website end-to-end, resulting in a 5M+ increase in users. I also initiated the AWD design system for the mobile site.

 **Mega Mind '17**

For working towards innovation and introducing new ideas through creative thinking. I represented our team at Facebook's product event, alongside folks from Amazon, Flipkart and MMT.

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Practitioner UX  
**Onlinetyari | FabHotels |  
Vicinito | Moovo | MML |  
PagalGuy.com**  
2014 - 2016

My design journey began in college, where I developed a strong foundation in discipline, consistency, and curiosity for solving real-world problems through UX. During this time, I worked as a freelance designer & front end developer with several early-stage startups, gaining hands-on experience in crafting user-centric solutions. My contributions led to multiple full-time job offers from the same companies, validating the impact and quality of my work.

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**Education**

Indian Institute of Information Technology, Allahabad  
B.Tech in Information Technology, Class of 2016