



## RITVIK RAJIV KOLHE

### User Experience Researcher

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**Nationality:** Indian | **Date & Place of Birth:** 12.12.1999, India

**Portfolio:** [www.ritvikkolhe.com](http://www.ritvikkolhe.com) | **Hobbies:** Badminton, Cricket and Origami

**Residence permit valid until 02/2027, eligible for conversion to work permit**

User Experience Researcher with **3.5+ years** of experience in **enterprise UX, research and consulting**, specializing in **complex systems, AI-driven workflows**, and **product discovery**. Experienced in translating **research insights** into **scalable design strategies** that balance **user needs, business goals**, and **technical constraints**.

## WORK EXPERIENCE

### Master Thesis Student / SAP SE

01.2026 - PRESENT, GERMANY, EXPECTED COMPLETION: 15.06.2026 | DEPARTMENT: BUSINESS SUITE UX, PROJECT SERVICES

- Master Thesis on Intelligent and Automated Billing Workflows in SAP Public Cloud ERP for Professional Services Automation**  
Progress until now:
- Led end-to-end UX research across fragmented **Project and Sales Billing** domains, including **literature review, user interviews and contextual enquiry**, and synthesized insights into **unified workflows** that informed **product strategy**
- Developed a detailed **user journey map** and facilitated a **cross-functional discovery workshop** with Product Managers, Researchers, and Designers to prioritize pain points, co-create concepts aligned with **SAP's vision of proactive, intelligent systems** and suggest **UX research opportunities** within Billing

### UX Designer (Working Student) / SAP SE

06.2025 - 12.2025, 7 MONTHS, GERMANY | DEPARTMENT: BUSINESS SUITE UX, PROJECT SERVICES

- Worked on **Fiori Guidelines Inconsistency Audit** & identified design bugs for **20 Apps** in **S/4HANA** Engineer-to-Order
- Created an **end-to-end ecosystem map** of **Enterprise Project Management** applications across 39 **S/4HANA** and **SAP BTP** applications, enabling improvements in information architecture and cross-system coherence
- Partnered with Product Manager and UX Designer** on a Vision Demo on **Intelligent Project Scheduling** in **SAP BTP** for a Project Manager with **SAP Joule (AI)** using **Figma**

**Achievement:** Won **2nd prize** among around 15 entries in Discovery Days conducted in the Business Suite Team

### UX Executive / BORN Group, a Tech Mahindra Company

05.2022 - 02.2024, 1 YEAR 9 MONTHS, INDIA | DEPARTMENT: CREATIVE

- Worked on **UX research, data visualisation, web & app-design & strategy** for **4 complex projects** in **Automotive, Archaeology, Recreation, and Luxury Shopping** sectors
- Helped boost user engagement & conversion rates by 12-15% through improved UX strategies
- Conducted **user research, surveys, usability testing, information architecture, and wireframing** using **Figma, Google Suite, Microsoft Office, Miro, and JIRA**

**Achievement:** Contributed to **winning 6 high-value project pitches of €150,000+ each**, by analyzing digital channel improvements, cost estimation and design deliverables

## UX Intern / BORN Group, a Tech Mahindra Company

02.2022 - 04.2022, 4 MONTHS, INDIA | DEPARTMENT: CREATIVE

- Assisted in **UX research, competitive analysis, and wireframing** for 5+ projects
- Collaborated with senior designers to **improve client pitches, UX strategy presentations**
- Worked on **UX documentation** using tools like Google Suite and Microsoft Office

## EDUCATION

### M.Sc. User Experience Design / Technische Hochschule Ingolstadt

10.2024 - PRESENT, GERMANY

- Major courses:** Research methods in HCI, Data Analysis, Multi-modal Interactive Systems, Natural User Interfaces, AR/VR Applications, Design Strategy & Management, Mobile UX Prototyping, Critical UX Reflections, Visual and Interaction Design, Agile Project Management
- Grade Point Average: 1.9**

### B. Des. Product Design / Dr. Vishwanath Karad MIT World Peace University

06.2018 - 06.2022, 4 YEARS, INDIA

- Major courses:** Design Research Projects, Design Innovation Projects, Design Management and Innovation, Behaviour Design, Design Entrepreneurship, Business and Service Design
- Grade Point Average: 1.3, Rank 3**

## LANGUAGES

**German:** Very Good | **English:** Fluent | **Hindi:** Fluent | **Marathi:** Mother tongue

## SKILLS

- UX Design & Research:** User-centered design, Design Systems, Usability Testing, Surveys & User Interviews, Data analysis
- Prototyping & Digitalization:** Wireframing, UX Prototyping, Proof-of-Concept Development, Digital Transformation
- Design & Strategy:** Information Architecture, Interaction Design, UX Strategy, Visual Design
- Tools: Advanced:** Figma, JIRA, Respondent, UserZoom, Mural, Miro, Adobe XD, MS Office, Google Suite, Rhino, Keyshot | **Intermediate:** Unity, Photoshop, Illustrator

## RECOGNITIONS

- 2<sup>nd</sup> Prize | Technische Hochschule Ingolstadt | Mensch und Computer:** Ride Recall - An Aftermarket Retrofit System to Prevent Forgotten Items in Shared or Rented Vehicles
- Special Performance Award | BORN Group:** Top performer award for three successful project deliveries and 13 project pitches
- Budding Star Award | BORN Group:** Awarded for leadership, contribution and delivery of the first project as a fresher and presenting the design strategy to the client
- Finalist | Taiwan International Student Design Challenge:** Reached the final stage for the project 'ScrubTub', which aimed at improving the street food hygiene in India

Referees available on request

Mannheim, 27.01.2026