

Christopher Hill

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Senior Product Designer | UX & Product Strategy | Fintech, PropTech & Platform Products

Senior product designer with 7+ years of experience leading end-to-end design for complex fintech and platform products. Partners closely with product management and engineering as part of a product trio to define North Star experiences, reduce operational friction, and deliver measurable outcomes across key workflows. Known for strong UX craft, systems-level thinking, and using research, data, and AI-enabled workflows to scale impact for both users and the business.

Lead Product Designer — Haven Servicing

Dec 2024 – Present

- Partnered with founders, product, and engineering as part of a product trio to define platform strategy, prioritize the roadmap, and balance long-term vision with client and business needs.
- Defined a North Star experience and future-state product vision (M1/M2) for a loan-servicing platform, reducing roadmap ambiguity and improving delivery velocity.
- Identified failure points in borrower onboarding and self-service journeys through analysis of Hotjar, Zendesk, and support data, then redesigned login, registration, and core self-service flows to increase task completion, improve discoverability, and reduce support volume across client brands.
- Led end-to-end deployment of a Zendesk-integrated chatbot and knowledge base, leveraging AI-assisted workflows to generate and structure a comprehensive support article library which accelerated documentation creation and improved support scalability.
- Led design execution and asset creation for partner launches, aligning sales commitments with technical implementation and supporting successful go-live experiences for a platform serving over 500K users.
- Designed high-fidelity concepts and end-to-end user flows for complex servicing features, including Payments and Escrow, partnering closely with clients and internal stakeholders to align requirements and support platform expansion into regulated financial workflows.

Senior Product Designer — SkillsEngine

Jan 2023 – Aug 2024

- Led end-to-end product design for core platform features through iterative discovery and delivery, contributing to a 5× increase in user acquisition and a 110× increase in platform engagement.
- Conducted product discovery and applied qualitative and quantitative research to inform design decisions.
- Introduced standardized research workflows and feedback loops to improve insight capture and validation across the design process.
- Led documentation and refinement of the design system and authored core design principles to ensure visual and functional consistency across the product suite.
- Mentored junior designers, supporting growth in UX craft, systems thinking, and strategic problem-solving.

Senior Product Designer — Orchard

Jun 2022 – Nov 2022

- Designed and shipped internal communication features, including chat and notifications, improving operational visibility and contributing to a 15% increase in CSAT within two quarters.
- Delivered UX and product design solutions in a high-velocity environment, navigating complex internal workflows and tight timelines.

Product Designer — Cision

Oct 2019 – Jun 2022

- Served as lead designer for the Media Relations Management pillar, owning design direction for a core revenue-driving product suite.
- Designed and shipped a redesigned self-service list-import experience, improving import success rates by 97% and reducing user friction and support tickets.
- Represented the company as a presenter at Austin Design Week 2021, speaking on storytelling and future-state design.

UX Designer — Mitrataech

Sept 2018 – Oct 2019

Education

B.S. Business Management — Keene State College
UX Design Certificate — Springboard (2018)

Relevant Skills

Product Design & UX

Product Design, UX Design, End-to-End Product Design, Service Design, Information Architecture, Design Systems (Architecture & Documentation), Visual Design

Product Strategy & Research

Product Discovery, Roadmap Prioritization, Stakeholder Management, User Research (Qualitative & Quantitative), Research Operations, Jobs to Be Done (JTBD), Business Outcomes, Data-Informed Decision Making

Process & Delivery

Agile, Scrum, Shape Up, Cross-Functional Collaboration, Workshop Facilitation, Mentorship

Systems, AI & Technical Prototyping

AI-Native Prototyping, Prompt Engineering, LLM Integration, AI-Assisted Workflows
HTML, CSS, JavaScript for functional prototyping and frontend collaboration
Figma (Advanced Variables, Dev Mode), ProtoPie, Spline, Maze, Hotjar