

# 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 5x increase in user acquisition and a 110x 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 – Miträtech

Sept 2018 – Oct 2019

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## 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