Nate Douglas

Senior Product Designer | AI products, payments and complex workflows

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SUMMARY

Senior product designer with 6+ years of experience. I design what a product does when it isn't sure: AI that can be wrong, payments that may not have gone through, deliveries proposed but not booked. I prototype in code, test with real users and turn what fails into release criteria.

EXPERIENCE

Conduent | Senior Product Designer, full-time | Remote | June 2023 to June 2026

Led a team of three designers, then was the only designer on E-ZPass in 2026, working with 5 PMs and 40+ engineers. NY/NJ E-ZPass billing and payments across web and native mobile, including the Tolls NY app (3M+ downloads).

- Raised customers who understood their payment status **from 62% to 94%** and cut payment-status support contacts **from 36 to 14 per 1,000 payments** by redesigning what people see after they pay.
- Shipped **guided AI billing help instead of open chat** after testing both on matched tasks; guided gave fewer unsupported answers and fewer unnecessary escalations.
- Raised unaided error recovery **from 58% to 92%** and cut median recovery time from 92 to 54 seconds in prototype testing, iterating validation, confirmation and recovery flows in React/TypeScript prototypes built on transaction data.
- Cut the one-time bank payment walkthrough **from 45 seconds to under 12** with one decision per screen.
- Rebuilt the **design system** around accessible hierarchy, payment failures and AI review states, pairing coded examples with regression checks and human-approval rules.
- Turned usability and AI evaluation failures into **release criteria**, prototyping requirements in Claude Code before refining them in Figma.

Orchid B | Lead Product Designer, contract | Remote | October 2022 to June 2023

- Raised invoice satisfaction **from 80% to 92.5%** and onboarding completion **from 80% to 100%** (five-person retest) by redesigning invoice details, setup progress and the product tour.
- Led four other designers on a fintech MVP for freelancers and small businesses, setting priorities with the CEO and engineers; built the style guide and component library, and finished ahead of schedule.

Moment Studio | Product Designer, full-time | Remote | April 2020 to September 2022

- Designed and shipped multiple projects end to end, from research and flows to high-fidelity UI and interactive prototypes, using moderated and unmoderated usability tests to prioritize fixes before engineering handoff.

AI PRODUCTS

Verdigence | Founder and sole designer (side venture), AI intake for injury law firms | September 2025 to March 2026

- Designed and ran an end-to-end **AI intake and follow-up service** for personal injury firms, owning strategy, onboarding, and CRM workflows; 150 intake calls in one month.
- Rebuilt inquiry states with human review and a **100-case evaluation set** every change had to pass; the calculator projected booked consultations up 32%, incorrect routing from 18% to 6% and missed follow-ups from 22% to 7%.

Krane | Design challenge, solo designer and researcher | September 2026

- **5 of 5** construction professionals told booked deliveries from conditional proposals in a working React/TypeScript prototype; 23 of 30 task attempts succeeded.
- Halved AI rubric failures (**8 of 60 to 4 of 60**) across 24 model outputs by revising the instructions, scored by an LLM judge.

SKILLS

AI interaction patterns and evaluation, structured inputs, human review and handoff, usability research, design systems, accessibility (WCAG 2.2 AA), prototyping in code (React/TypeScript, HTML/CSS). Tools: Figma, Figma Make, Claude Code, Cursor, Storybook, Maze, SQL, Git.

EDUCATION

Rutgers University, B.A. Economics and Psychology, 2020