

Nate Douglas

Senior Product Designer | Complex Workflows, Design Systems, and AI Products

Brooklyn, NY | natedouglass@gmail.com | natedouglass.vercel.app | linkedin.com/in/nate-douglas-905423188

SUMMARY

Senior Product Designer who turns complex systems into clear, useful products across web and mobile. Experience spans tolling, transit, fintech, payments, public infrastructure, gamified platforms, operational tools, design systems, accessibility, and AI-enabled experiences. Leads work from research and problem framing through interaction design, stakeholder alignment, and shipped production UI across native iOS for iPhone and iPad, responsive web, mobile, tablet, and desktop.

EXPERIENCE

Conduent

Remote | June 2023 - June 2026

Senior Product Designer

- Grew from responsive scope into broader product design work across tolling and transit, then end-to-end ownership of E-ZPass billing and payments across web, native mobile, and responsive experiences for New York and New Jersey. Designed the majority of the roughly 3,000-screen E-ZPass product, eventually owned the full surface, and shipped the billing and payments work.
- Reduced a controlled core payment walkthrough from roughly 45 seconds on the legacy flow to under 12 seconds on the redesign, using identical start and completion points across three timed runs per flow.
- Conducted moderated research with 15 customers across accessible legacy flows, screen shares, interviews, and reconstructed tasks; triangulated findings with archived builds, support evidence, and concept tests to prioritize the redesign.
- Recreated Apollo, a Carbon-derived design system, as the sole designer assigned, owning tokens, typography, buttons, inputs, and icons while embedding contrast, focus, and labeling decisions into reusable components.
- Presented payment-flow decisions to executive and agency stakeholders, arguing direction through policy, customer risk, accessibility, maintenance, and implementation cost.
- Designed stakeholder-reviewed interaction patterns for Dara and Connie, two customer-facing AI assistants, and contributed to a reusable strategy for transparency, explainability, uncertainty, confirmation, escalation, failure recovery, privacy, and accessibility across web and mobile. Approved but not shipped.
- Proposed and got approval for Sedgwick dashboard concepts covering Current Volume, Detailed Volume Report, Supervisor Dashboard, and Supervisor Drilldown, owning research, user flows, interaction design, visual design, and prototyping, and personally presenting them to client leadership and internal administrators. Never shipped.

Verdigeance

Independent venture

Founder and Product Designer

- Independently designed and built the product experience for an AI platform serving law firms.

Orchid B

Remote | October 2022 - June 2023

Product Designer, Contract

- Led an agile cross-functional team of five designers for a B2B2C SaaS fintech company, creating accessible product experiences that help freelancers and small businesses manage their finances.
- Created component libraries and collaborated with developers, project managers, and the CEO to design and prototype an MVP projected to capture 1.6% of the U.S. market within five years, or 1 million clients, positioning the company to reach its objectives in a highly competitive industry.
- Improved the Post-Study System Usability Questionnaire score from 53 to 90.9 through iterative research and design, while onboarding confusion fell from 80% to under 20%.
- Conducted usability testing and synthesized findings into a master insights report that identified behavioral patterns, pain points, trends, and outliers, shaping 60% of the product's prioritized focus areas.

Prentus

Remote | January 2023 - March 2023

Product Designer, Contract

- Led a zero-to-one redesign with a five-designer team for a B2C job-networking platform, creating accessible user flows, gamified job-tracking experiences, and prototypes connecting job seekers with mentors.
- Used agile leadership to redirect the team through unforeseen challenges and ship the product two months ahead of the original timeline.

Telaid at Morgan Stanley

Tampa, Florida | February 2019 - October 2022

IT Technician

- Converted live operational data from more than 400 IT assets into decision support for stakeholders while sustaining a 99% satisfaction rate.

SKILLS

Product design: Complex workflows, Tolling and transit, Payments and billing, Public infrastructure, Interaction design, Information architecture, Responsive web, Native iOS for iPhone and iPad, Responsive mobile, tablet, and desktop, Gamification, Rapid prototyping, Operational dashboards

Systems and accessibility: Design systems, Design tokens, Component governance, Accessibility, WCAG 2.1 AA, Contrast, Focus behavior, Keyboard interaction, Labeling

Research and measurement: User research, Usability testing, PSSUQ, Support-ticket synthesis, Controlled walkthroughs, User flows, Stakeholder presentations

Tools: Figma, Auto Layout, Variables, Dev Mode, FigJam, Maze, Cursor, Claude, Claude API, Claude Code, Figma MCP, HTML, CSS

EDUCATION

Rutgers University, B.A. Economics and Psychology | **Avocademy**, UX/UI Foundations Certification