

CHRIS AUSTIN

Senior / Lead Product Designer | UX/UI | Enterprise Applications & Design Systems

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PROFESSIONAL SUMMARY

Senior Product Designer and UX Leader with over two decades of experience shaping digital products through a blend of UX strategy, human-centered design, enterprise engineering experience, and multi-platform design systems. Adept at simplifying complex workflows and business rules into elegant, scalable user experiences for web and mobile platforms. Recognized for aligning stakeholder priorities, advancing accessibility and design maturity, and leading multidisciplinary teams across medical malpractice insurance, construction, education, fintech, healthcare, and security technology sectors.

CORE COMPETENCIES

- **Product & Design Strategy:** Product Vision, Roadmapping, Journey Mapping, Service Design, JTBD, Design Sprints
- **Research & Analytics:** Qualitative & Quantitative Research, Usability Testing, A/B Testing, Hotjar, Google Analytics
- **Enterprise & Systems:** B2B SaaS, Regulated Workflows, Multi-Brand Design Systems, Governance, Design Tokens
- **Architecture & Leadership:** Information Architecture, Rapid Prototyping, Cross-Functional Leadership, Mentorship
- **Tools & Front-End:** Figma, Axure RP, Azure DevOps, Jira, Confluence, HTML/CSS, React Fundamentals, Generative AI (Claude, ChatGPT)

PROFESSIONAL EXPERIENCE

THE DOCTORS COMPANY — Digital Experience Specialist | Aug 2025 – Present

- **User Experience & Journey Architecture:** Streamline complex enterprise portal workflows, customer acquisition funnels, and data-dense dashboards into intuitive, multi-step digital journeys.
- **Prototyping & Visual Iteration:** Create countless interactive Figma prototypes for high-volume transactions and analytics dashboards, reducing stakeholder sign-off cycles.
- **Design System Governance:** Establish reusable UI component libraries and design tokens across multi-brand ecosystems to ensure design-to-code consistency.
- **Accessibility & Compliance (WCAG 2.2 AA):** Conduct audits to mitigate contrast and layout gaps, bringing legacy and new portal features into full WCAG 2.2 AA compliance.
- **Data-Informed Experience Optimization:** Leverage Hotjar, Google Analytics, and Power BI insights to identify user friction, optimizing core workflows to increase task completion rates.
- **Cross-Functional Leadership:** Partner with Product, Marketing, and Engineering teams to define design specifications, facilitate design reviews, and streamline QA delivery.

INEIGHT INC. — Lead UX/UI Designer | Apr 2017 – Jul 2024

- **Enterprise UX Leadership:** Led end-to-end UX/UI strategy for complex construction software across web and mobile platforms, aligning user needs with business goals.
- **Mobile Workflow Optimization:** Architected InEight Compliance Mobile with multimedia capture and offline support, reducing field reporting time by 40%.
- **Systemic Form Architecture:** Designed a web-based specialty form builder featuring conditional logic, dynamic workflows, and configurable components for Safety, Quality, and Environmental admins.
- **Qualitative User Research:** Conducted 15+ in-depth user interviews with inspection administrators to translate complex operational pain points into scalable software requirements.
- **Design System Scalability & Mentorship:** Standardized design patterns across the entire product suite and mentored junior designers, driving process efficiency and UI consistency.

NELNET — UX/UI Designer | Apr 2015 – Apr 2017

- **FinTech & EdTech User Research:** Executed user research and interaction design for financial services platforms serving K-12 and higher-education client networks.
- **Accessibility Standards (WCAG 2.0):** Led accessibility audits to align core applications with WCAG 2.0 standards, converting audit findings into actionable UI design updates.
- **Responsive Platform Design:** Designed responsive web applications focused on improving user task efficiency, content clarity, and customer retention.

NTT DATA — UX/UI Designer | Sep 2013 – Mar 2015

- **UX Strategy & Process Integration:** Introduced structured qualitative research and interaction design methodologies into security-focused application development.
- **Technical Alignment:** Collaborated directly with software engineers throughout the SDLC to validate front-end implementation against visual and interaction standards.

NORTHROP GRUMMAN — Software Engineer II | Jul 1998 – Sep 2013

- **Mission-Critical Engineering:** Designed and developed secure, high-reliability software applications supporting national defense environments.
- **Engineering-to-Design Bridge:** Leveraged strong software engineering foundation to bridge technical gaps between development and design teams.

EDUCATION & CREDENTIALS

- **Master of Science, Computer Information Systems** — Bellevue University
- **Bachelor of Science, Biology** — University of Nebraska at Omaha
- **Certified Usability Analyst (CUA 2014-5142)** — Human Factors International

DOMAINS

Enterprise SaaS | Healthcare & Insurance | Construction Tech | Education & FinTech | Security | Defense & Government