

Rich McNabb

Contact

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Summary

I have a technical support background then transitioned to become a designer with work showcased internationally. I'm extremely passionate about surfing and design; they are both challenging, allow for artistic expression and creative freedom. I'm a self-motivated, outgoing individual who is capable of meeting deadlines while working independently or as part of a team. I have excellent presentation and communication skills with the ability to communicate effectively with key stakeholders to create enjoyable user experiences and easy to use products for the web and mobile applications.

Design skills

I provide a number of experience design skills including wireframing, rapid prototyping, design thinking, user research, user interviews, usability testing, information architecture (IA), user flows, dashboard design, mobile app design (iOS/Android), web app design, product design, user experience (UX) design and user interface (UI) design.

Motivation

People: Great team culture where people have fun together while creating amazing work
Projects: Exciting projects where team members collaborate and continue to learn
Process: Design/Technology/Business collaborating together to deliver great products
Problems: Solve problems for customers while generating revenue for businesses.

Qualifications

2008 - 2009: Diploma of Interactive Design, Natcoll Design Technology
1997 - 1998: Diploma in Business Computing, Universal College of Learning

UX Certification

2023: Agile Methods for UX Design, Interaction Design Foundation
2019: Conducting Usability Testing, Interaction Design Foundation
2019: Accessibility: How to Design for All, Interaction Design Foundation
2018: UX Management: Strategy and Tactics, Interaction Design Foundation
2018: User Research – Methods and Best Practices, Interaction Design Foundation
2018: Design Thinking: The Beginner's Guide, Interaction Design Foundation

Industry experience

B2B (Business to Business), Banking, Business Intelligence, Construction, Consultancy, eCommerce, Education, Fitness, Government, Health & Safety, Internet Providers, Mobile and Web Software Development, SaaS (Software as a Service), Telecommunications and Networking.

Interests

Surfing, skateboarding, vinyl, drums, studying, kayaking, sailing, yoga and travel.

Experience

Senior Experience Designer UX/UI (contract)

Apr 2023 - Oct 2023: ANZ New Zealand - Wellington, NZ

- Improved the join the bank flows for new personal and business customers
- Designed the onboarding experience for Entrepreneurs and Sole Traders
- Improved credit card control settings and functionality
- Designed the new pay to mobile experience
- Designed feature enhancements for the goMoney banking app
- Collaborated on the native iOS and Android ANZ Design System
- Designed wireframes, user flows, and design prototypes
- Delivered UX/UI design presentations to key stakeholders
- Collaborated with iOS Developers to design apps based on Human Interface Guidelines
- Collaborated with Android Developers to design apps based on Material Design Guidelines.

Senior UX Designer (contract)

May 2022 - Dec 2022: Te Whatu Ora Health New Zealand - Wellington, NZ

- Conducted user interviews to validate ideas, concepts and assumptions
- Conducted card sorting and tree testing sessions to inform site navigation
- Designed wireframes, information architecture, sitemaps, user flows and design prototypes
- Created personas to inform user requirements and bring in the customer's voice
- Designed concepts for the Hira Developer & Marketplace user experience
- Collaborated with the product team (Product Owners, BAs, Developers and Testers)
- Delivered UX/UI design presentations to key stakeholders.

Design Lead UX/UI

Apr 2020 - Apr 2022: HazardCo - Wellington, NZ

- Conducted user interviews and usability tests to validate ideas and assumptions
- Established an in-house product design process
- Redesigned the Health and Safety mobile app
- Established a user research and usability testing process
- Designed the user interface pattern library and design system for iOS, Android and web
- Facilitated UX/UI design workshops and presentations with key stakeholders
- Designed wireframes, information architecture, user flows and design prototypes
- Mentored Junior UX/UI team members
- Collaborated with iOS Developers to design apps based on Human Interface Guidelines
- Collaborated with Android Developers to design apps based on Material Design Guidelines.

Senior App Designer UX/UI (contract)

Nov 2018 - Oct 2019: Dave Clark Design (in partnership ANZ) - Wellington, NZ

- Designed the next-generation business banking mobile app interfaces
- Collaborated and contributed to the web and mobile app pattern library and design system
- Conducted usability tests and user interviews to validate concepts and assumptions
- Designed wireframes, information architecture, user flows and design prototypes
- Collaborate with iOS Developers to design apps based on Human Interface Guidelines
- Collaborate with Android Developers to design apps based on Material Design Guidelines.

View my portfolio: www.richmcnabb.com