

# 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.

## 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

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

## Technology

Design: Figma, Sketch and Adobe CC (Dreamweaver, InDesign, Illustrator, and Photoshop)  
Guidelines: iOS Human Interface Guidelines (Apple) and Google Material Design (Android)  
Code: WordPress, HTML and CSS (working knowledge to collaborate with developers).

## Interests

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

# Experience

## Senior Experience Designer UX/UI (contract)

Apr 2023 - Present: 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 MaterialDesign Guidelines.

## Product Designer & User Experience Designer UX/UI

Feb 2009 - Present: [www.richmcnabb.com](http://www.richmcnabb.com) - Wellington, NZ

- Consulted with companies and startups to provide guidance/insights to improve products
- Designed sketches, wireframes, prototypes, user interfaces and intuitive user experiences
- Conducted UX/UI usability reviews for both mobile and web
- Collaborated with developers, business analysts, and stakeholders to create user-centred designs.

## Senior UX Designer (contract)

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

- Designed wireframes, information architecture, sitemaps, user flows and design prototypes
- Conducted user interviews to validate ideas, concepts and assumptions
- Conducted card sorting and tree testing sessions to inform site navigation
- 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

- Redesigned the Health and Safety mobile app (in progress)
- Established an in-house product design process
- Established a user research and usability testing process
- Conducted user interviews and usability tests to validate ideas and assumptions
- Designed the user interface pattern library and designs 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.

View my portfolio: [www.richmcnabb.com](http://www.richmcnabb.com)