

Nathaniel Flick

Senior Product Designer & UX Engineer

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SUMMARY

Innovative Senior Product Designer & UX Engineer with over 10 years of diverse experience in product design, specialising in user experience optimisation. Proven track record of achieving up to 25% time savings through effective application design and implementation, while enhancing user engagement with responsive interfaces. Expertise in driving cross-team collaboration and conducting impactful UX audits to inform design decisions. Dedicated to transforming complex workflows into intuitive, efficient solutions, set to significantly contribute to user-centric projects and enhance the overall user experience.

CAREER HISTORY

Senior Product Designer at Streamliners

Jan 2025 - Sep 2025 (9 months)

Key Results:

- Achieved 50% time savings in spreadsheet maintenance by converting Sharing Register to scalable application, expanding usage from NZ-only to global deployment (Europe, UK and Canada)
- Created a UX Audit using Copilot with a combination of the Laws of UX and psychological heuristics to come up with four options for each design decision, highlighting the best one. This improved communication with the Product Team and the Executive Leadership Team and the Board of Directors, validating our design decisions based on our user research.
- Improved AI Search discoverability and trust by integrating results into main application with transparent source attribution based on user research findings
- Accelerated development cycles by modernising tech stack to open-source systems (ShadCN + React), reducing design and development time.

Projects: Sharing Register (spreadsheet to application conversion), CMS and task management system modernisation, complex login and onboarding workflow service design, AI Search integration and optimization, Design System Management.

Senior Product Designer at FIS Global

Jul 2019 - Nov 2024 (5 years 3 months)

Key Results:

- Delivered 25% time savings through Windows-to-web redesign of static data system, converting reluctant users and ensuring continued market competitiveness with modern Single Page App architecture
- Eliminated manual invoice data entry entirely with Invoice Manager OCR scanner, achieving 20-30% faster processing and saving 2-4.5 minutes per invoice through automated rules
- Won 1st Place in Innovate in 48 Hackathon twice (2020, 2023); most notably an AI-powered Jira card generation project under review for US Patent
- Established daily cross-timezone design collaboration system, unblocking India and Serbia-based teams through design system governance and BA communication protocols
- Led accessibility testing program and front-end optimization for APAC-leading lease management software

Projects: Static data system redesign (Windows to web), Invoice Manager OCR scanner with AI capability, systems modernisation facilitation (SAFE Agile) and micro-services, APAC lease management software maintenance and optimization, Design System Management.

Mobile Application Developer at FoodStuffs South Island

Jun 2018 - Dec 2018 (7 months)

Key Results:

- Modernised delivery logistics with 20-25%+ faster processing times through Cross-Docking application
- Reduced warehouse storage costs via accelerated product movement through distribution network

Responsibilities: Hired as a contractor to design and help build an internal B2B project in the logistics space that is mobile-capable and modernised how Foodstuffs processes deliveries in the South Island.

Projects: Cross-Docking application modernising product delivery logistics.

Web Developer and Designer - Freelance at Dirt and Rust, Ltd.

Apr 2016 - Apr 2018 (2 years 1 month)

Key Results:

- Drove 2x business growth for Your VA through website redesign, enabling client to expand team by 7-10 staff members
- Delivered WordPress and Shopify solutions for NZ businesses to improve sales and marketing reach

Responsibilities: Worked as a WordPress and Shopify designer and developer for 2 years while travelling in Europe and the UK with my wife (the other co-owner) and two kids.

Projects: WordPress and Shopify sites for NZ businesses to improve their sales and marketing reach.

Front End Web Developer at Phosphor

Jan 2015 - Apr 2016 (1 year 4 months)

Responsibilities: Worked with a small team and was responsible for interaction design and front end web development of websites. Worked with CSS/LESS in a .NET environment, with Umbraco as CMS. Managed all design and coding for the Shopify and WordPress websites for the company.

Projects: WordPress and Shopify websites, mobile app designs (Hireace trailer hire app).

AI PROJECTS

Developer Assessment Tool for Recruiters

Personal Project - In Development

Created a comprehensive skill assessment system with beginner, intermediate, and advanced questions to help recruiters accurately determine a developer's skill level. Currently evaluating ATS integration strategies and standalone product viability. AI is my trusty sidekick on this one.

SKILLS

Design Thinking certified; User Research (Dovetail and Condens); Design Leadership; Competitor Analysis. Software Development Lifecycle practitioner (SDLC); SAFE Agile; Systems Thinking; Usability (UX); UI Design (UI); Accessibility; Accessibility Testing; Wireframing and Prototyping; Figma; Web Standards; Web Design and Development; OOUX and Event Storming; Spanish fluency.

EDUCATION

Bachelor of Arts from Whitman College (United States)

Honours at Entrance

Sigma Delta Pi (Spanish Honour Society)

Design Certificate from Collins College

4.0 GPA. Print graphic design course.

CERTIFICATIONS

Certified Design Thinking Practitioner - Design Thinkers Academy

Aug 2024

AWARDS

FIS Innovate in 48 Hackathon - 1st Place (Sep 2023):

AI-Powered Jira card generation (US Patent Pending).

FIS Innovate in 48 Hackathon - 1st Place (Sep 2020)

Blockchain-based shared mortgages anyone can invest in.