

Nathaniel Flick

Senior Product Designer & UX Engineer

hello@nathanielflick.com

nathanielflick.com/portfolio

32 Jacksons Road, Lyttelton, Christchurch, NZ 8082

+64 22 308 8194

To the team!

The fluorescent lights hummed as I watched the accounts manager work through a lease application. Three monitors, endless alt-tabbing, copy equipment specs from the external dealer portal, paste into the system we built, toggle through five browser tabs to cross-check credit histories and manufacturer details. Copy. Switch. Paste. Verify. I can quickly see she is the human API between disconnected systems, translating data fifty times per application with mechanical precision that still demanded constant attention. Not ideal.

Her furrowed brow said it all.

Suddenly she leaned back from her screens and let out a small sigh, barely audible but unmistakable, "there must be an easier way," she said quietly, eyes losing focus as if trying to see past the monitors to something that didn't exist yet. The silence in the room was deafening. Her boss, who was also on the remote session, didn't speak. That moment became the north star for everything we designed next.

I'm excited to apply for the Senior Product Designer role. I like to empower others through thoughtful, user-centred design, bringing meaningful impact through user research, usability and accessibility is what drives my work. I connect the business to their customers by rallying the design and development teams to row in the same direction.

With experience spanning industries such as Medical Learning, Asset Finance and FinTech, I bring a collaborative approach rooted in Design Thinking and a commitment to accessibility. My process starts with uncovering user needs through research and facilitating stakeholder workshops to create empathetic, user-focused solutions. I use AI to run UX Audits to uncover further insights and validate decision decisions. I have worked across timezones with team members in the US, India, and Serbia.

Most specifically I've used Jira products for years, especially Jira and Confluence. I use Confluence Wiki to document design fundamentals and practices for the wider team to lean on. It's a great way to bring the team together to rally around the Laws of UX and to formalise the design system and design practices.

I'm an accessibility specialist. At FIS I championed the most comprehensive review and testing program in the company using Axe by Deque's Selenium tests and by training developers how to discover and fix accessibility bugs in production, and how to avoid them in development.

I think my breadth of experience, and my recent and deep experience in Asset Finance, places me perfectly for this role as Senior Product Designer, with a heavy emphasis on user research and Design Thinking. I have used systems like Dovetail and Condens to organise and perform

user research, always with the goal of getting actionable insights, uncovering opportunities, and helping users!

I thrive in Agile environments and embrace innovation. At FIS Global, I participated in our worldwide Innovatein48 competition three times, placing fourth once and winning twice. Exploring how to leverage new technologies for meaningful impact energises me. Tools like Miro and Figma are central to my process; I've even used Miro to help developers resolve technical challenges collaboratively.

I'd love to bring my Design Thinking and prototyping experience to this role. Thank you for considering my application—I'm eager to find out more about the team and learn more about their mission.

Warm regards,

Nathaniel Flick
Senior Product Designer & UX Engineer