

Nathan Chitayat

Product Designer

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SUMMARY

Product Designer with 5 years designing enterprise platforms, complex workflows, and consumer-facing experiences. I lead end-to-end design, combining UX rigor with visual craft to make complex workflows and customer journeys feel intuitive and credible. A background in film shapes how I think about clarity, pacing, and emotional impact.

WORK EXPERIENCE

Capital One – Contract via SingleStone Consulting, Remote 2022 – 2025

Product Designer – Supplier Management Platform

- Increased weekly active use by 41% through end-to-end delivery of a unified supplier dashboard that simplified complex, data-dense workflows and surfaced actionable insights that improved speed and decision confidence across enterprise teams.
- Sole designer on a supplier management platform; streamlined operational workflows for 2,000+ users, cutting task time by ~18%.
- Collaborated closely with product and engineering teams to define requirements, review edge cases, and align implementation.
- Led and synthesized qualitative user research and quantitative survey data to inform product decisions across discovery, delivery, and post-launch phases.
- Translated insights into wireframes and high-fidelity interactive prototypes in Figma, iterating with product and engineering in an Agile environment.
- Refactored UI for an enterprise design system upgrade, auditing builds to ensure scalability, consistency, and accessibility.
- Produced annotated specs and detailed design documentation to support engineering implementation and QA reviews.

International Screenwriters' Association (ISA) – Remote 2021 – 2022

UX/UI Designer – Creative Platform

- Redesigned dashboard, onboarding, and checkout flows for a 70K-member SaaS-style creative platform, reducing cart abandonment ~15%.
- Collaborated with founder, lead designer, and 6 engineers to ship end-to-end features improving clarity and personalization.
- Documented reusable components and patterns to form a lightweight design system for future releases.
- Delivered annotated specs and high-fidelity mocks and supported QA through launch.
- Advocated for users in roadmapping discussions, influencing feature prioritization across a multi-layered platform with memberships, submissions, and content workflows.

Sans – Remote 2020

Product Designer – DTC Product Launch · Short-term freelance

- Designed and launched a responsive DTC site that generated \$1M in first-year revenue, owning the full UX process from research through launch, defining branding, information architecture, and visual system that guided users through purchase.
- Led user research (interviews, surveys, usability testing) and synthesized findings to shape the end-to-end experience – from layout, component structure, and content hierarchy to visual tone – optimizing for clarity and conversion.
- Created annotated wireframes and design documentation to support development and post-launch iteration.

EDUCATION

University of California, Los Angeles – Master of Fine Arts, Film Production Los Angeles, CA

York University – Bachelor of Business Administration, Finance and Marketing Toronto, Canada

SKILLS & COMPETENCIES

UX & UI Design: Interaction design, visual design, workflow design, design systems, prototyping, enterprise platforms, responsive web design, accessibility, data visualization, cross-functional collaboration, Agile product teams, systems thinking

Research & Strategy: User interviews, usability testing, journey maps, service blueprints, heuristic review

Tools & Delivery: Figma (prototyping, components, auto-layout), Miro, Jira, Adobe CC, HTML/CSS, design tokens, AI-assisted design workflows, design documentation & handoff