



# Dave Hightower

Senior Product Designer

Greater Nashville, TN  
Remote since 2014  
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## PROFILE

Responsive. Mobile. Creative. Branding. We can't ignore that our culture as a whole now realizes the value of a seamless interactive experience across devices. Airbnb, Uber and DoorDash reflect this in our daily lives. If IBM's CEO Thomas Watson Jr. taught us anything, it's that good design is good business.

I am a Senior Product Designer. I do mockups, wireframes, apps and websites. I sketch, strategize, mold graphics, choose typefaces, style transitions, and get design feedback. I iterate based on that feedback and beautify the front-end of the web with custom UI components. I'm a UX advocate, a product owner, and a teacher. For the past 15 years I have been a leader in for-profit and nonprofit digital projects.

I highly value the relationship between software engineers, designers, and product owners. Steve Jobs had to have Steve Wozniak. It's critical to correctly fuse engineering with aesthetics; anyone who really wants things to flourish in their digital projects will value and nourish that relationship. Yes, there is no "I" in web team.

## EXPERIENCE

### Stoplight, Austin, TX — Senior Product Designer

JUNE 2022 - DECEMBER 2022

With clients like Calendly, Zoom, and PagerDuty; Stoplight is an API design platform allowing developers and API program managers to quickly create, lint, share and test documentation; OpenAPI descriptions, and mock servers. As the lead designer on a team of 3 designers contributing to Stoplight's product set, I was directly responsible for:

- Enriching and leading the company's user-research methodologies
- Maturing, organizing and adding custom components and documentation to Stoplight's Mosaic design system
- Working closely with developers and product managers
- Mentoring junior and mid-level designers
- Using design thinking to decide what problem to solve for
- Designing for accessibility and for API developers, consumers & managers
- Creating new product feature sets or refining existing ones
- Summer and Fall 2022 product releases; including billing-system upgrades, studio tooling, onboarding refinements, platform invitations, discussions, responsive layouts, and UI updates

### Ncontracts, Brentwood, TN — Senior Product Designer

MAY 2021 - MAY 2022

With thousands of clients across the country, Ncontracts builds software for financial institutions; helping them transform risk management & compliance from complex burdens into strategic advantages. As a senior designer on a team of 8 designers working on Ncontracts services, I was directly responsible for:

## COMPETENCIES

Design systems  
Design thinking  
Sketching  
Wireframing  
Rapid prototyping  
Human-centered design  
User research  
Usability testing  
Analyzing research  
Personas  
Information architecture  
Data visualization  
GitHub  
HTML  
CSS  
B2B  
B2C  
SaaS

## TOOLS

Figma  
Adobe Creative Suite  
Sketch  
Dovetail  
Maze  
Pendo  
Full Story

- Leveraging human-centered design to create and enrich products across the company verticals
- Refining and adding custom components, icons and documentation to Ncontracts' Nstyle design system
- Collaborating with developers and product leaders in an agile, cross-functional environment
- Designing custom data-visualization tooling
- Mentoring junior designers
- Focusing on product usability and customer feedback
- Leading user-research initiatives

## **Global Impact, Alexandria, VA — Senior UX Designer**

JUNE 2014 - MAY 2021

Global Impact builds partnerships and raises resources that help the world's most vulnerable people, including campaign design and software solutions for fundraising campaigns. I was the senior design leader on the software team at Global Impact, directly responsible for:

- Designing responsive mockups, interfaces, and user stories for campaigns
- Using InVision, Bootstrap, HTML, SCSS, JS, Font Awesome, Rails, Git, and Heroku to create custom web apps and sites
- Designing custom data-visualization tooling
- Designing for accessibility and for Salesforce and other API integrations
- Creating over 300 customized digital fundraising campaigns in seven years, resulting in over \$15 million dollars in donations for notable charities at work around the world

## **GS&F, Nashville, TN — Interactive Producer**

JUNE 2013 - JANUARY 2014

GS&F is a fully-integrated marketing agency in Nashville with clients like Firestone, the Tennessee Titans, A.O. Smith, and the University of Tennessee Medical Center. My job was to:

- Craft and bring the digital side of the agency to life
- Build and maintain our client user-interface brands online
- Build responsive sites and emails to deliver the most engaging experience to users across multiple devices

## **The Gideons International, Nashville, TN — Web Designer**

AUGUST 2008 - MAY 2013

With a presence in 194 countries around the world, The Gideons International has to have a consistent look and feel to their websites. I was the lead digital designer directly responsible for:

- Maintaining and updating the organization's intranet
- Designing and building out pages for the member and public facing websites
- Working with images, audio & video
- Building and sending HTML emails
- Working with analytics and social media to promote and measure the impact of the organization's interactive content
- Collaborating with a software vendor in Ireland to get the organization's print magazine online, saving the department that was sending copies of the magazine overseas \$180,000/yr in shipping costs

Amplitude

Datadog

### **SOFT SKILLS**

Cross-departmental communication

Design-sprint facilitation

Hosting design critiques

User-story mapping workshops

Roadmap collaboration

Teamwork

Humor

Dependability

Public speaking

Mentoring

### **EDUCATION**

**ECPI University  
Virginia Beach, VA  
A.S. IT/Web Design**

SEPT 2006 - DEC 2007

**Old Dominion University  
Norfolk, VA  
B.S. Interdisciplinary Studies**

SEPT 1996 - MAY 2000

### **CONFERENCE SPEAKER AT**

2019 Nonprofit Technology Conference, Portland

2018 Seattle Interactive, Seattle

2018 ConveyUX in Seattle