



Dave Hightower

UX Product Design Lead

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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 UX lead 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 customer advocate, a product owner, and a teacher. For the past 18 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

ECI, Westlake, TX — *Senior Product Designer*

FEBRUARY 2024 – PRESENT

ECI Software Solutions provides cloud-based business management software to more than 16,000 customers around the world; with divisions focused on manufacturing, distribution, construction, and office workflows. ECI's solutions are how business gets done. As a senior designer on a team of 3 designers, I am directly responsible for:

- Leading an iterative, best-practices based design process from concept to completion
- Working closely with product managers, engineers, and stakeholders to define product strategy and vision
- Creating user archetypes, journey maps, wireframes, and prototypes to explore and communicate design concepts
- Conducting user research and usability testing as well as utilizing analytics to validate design decisions

Aptiv, Troy, MI — *UX Lead*

MAY 2023 – JANUARY 2024

Aptiv is a global technology leader, with more than 200,000 employees across 131 manufacturing facilities and 11 major technical centers worldwide. With a

COMPETENCIES

Design systems
Design thinking
Sketching
Wireframing
Rapid prototyping
Human-centered design
User research
Usability testing
Analyzing research
Story mapping
Personas
Information architecture
Data visualization
API design tools
AI & automation design
Payment gateway design
Telemetry & telematics
WCAG
Strategy
Git
JTBD
HTML
CSS
B2B
B2C
SaaS

presence in 48 countries, Aptiv addresses mobility's toughest challenges through deep software and systems integration expertise; partnering with companies like Hyundai, Ford, Wind River and Geotab to deliver market relevant solutions for customers. As the UX lead on a team of 2 designers and 1 researcher, I was directly responsible for:

- Understanding and empathizing with our complex customer workflows, goals, environments, and touchpoints
- Shaping product innovation via product design collaboration, planning, and prioritization with product managers, software engineers, and stakeholders
- Improving the design system to craft Aptiv's design culture
- UX team training and support
- Establishing and growing qualitative and quantitative user research and testing practices

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:

- 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

TOOLS

Figma
Adobe Creative Suite
Sketch
Cursor
Dovetail
BuildBetter
Maze
Pendo
Full Story
Amplitude
Datadog
GitHub

SOFT SKILLS

Cross-departmental communication
Design-sprint facilitation
Hosting design critiques
User-story mapping workshops
Roadmap collaboration
Kano modeling
Teamwork
Motivation
Emotional intelligence
Humor
Dependability
Public speaking
Mentoring
Leadership & management training

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

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 @

2019 Nonprofit Technology
Conference, Portland

2018 Seattle Interactive,
Seattle

2018 ConveyUX in Seattle