# Dave Hightower

Senior Product Designer | UX Lead

Greater Nashville, TN
Remote since 2014
**david@dhightower.com**
**615.934.3721**

## PROFILE

Responsive. Mobile. Creative. Branding. We can't ignore that our culture as a whole now realizes the impact & business 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 grow & mature design teams and research methodologies. I'm a customer advocate as well as a design mentor. I translate business requirements into mockups and wireframes. I sketch, strategize, mold graphics, choose typefaces, style transitions, & get design feedback; then I iterate based on that feedback and beautify the front-end of the web with custom UI components & design systems.

I highly value the relationship between developers, designers, and product managers. Steve Jobs had to have Steve Wozniak. It's critical to correctly fuse engineering with aesthetics and solid business sense; anyone who really wants to flourish in their digital career and make great products will value and nourish those relationships. Yes, there is no "i" in software team.

## EXPERIENCE

### ECI, Westlake, TX — *Senior Product Designer*

FEBRUARY 2024 – NOVEMBER 2025

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 the senior design lead on a team of 3 designers, I was 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 for ECI's manufacturing next-generation flagship software platform
- 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
- Creating & working with engineering to implement the Maker design system

## 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

### **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 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
- Growing & maturing the Otto design system to shape Aptiv's design system
- 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

---

**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

- 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

## EDUCATION

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

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

## CONFERENCE SPEAKER @

2019 Nonprofit Technology Conference, Portland

2018 Seattle Interactive, Seattle

2018 ConveyUX in Seattle