Nick Chivers

Designer. Leader. Problem Solver.

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San Diego, CA
https://nmchivers.design →

I'm a multifaceted product designer and creative leader with almost a decade of design experience. My work has increased user adoption and usage of features, addressed key accessibility issues, evolved design systems, and delivered bottom line growth for large and small businesses alike. As a creative leader, I focus on guiding each person's growth, encouraging collaboration, and fostering an inclusive environment that enables everyone to be their best selves in order to do their best work.

Professional Experience

Affirm

Staff Product Designer, Design Systems • 2023 – Present

- Provided design guidance and support across all platforms and features for the broader design and engineering departments.
- Led a foundation-first redesign of Affirm's design system to improve the overall product aesthetic, the system's scalability, and the team's efficiency.
- Delivered critical design system updates to support Affirm's launch as the first BNPL provider on Apple Pay.
- Developed comprehensive design system documentation for components and foundational elements to improve consistency and system adoption across design and engineering.
- Championed accessible design by incorporating WCAG criteria into the design system.

Housecall Pro

Group Manager Product Design • 2022 – 2023

- Built and managed a team of 3 senior product designers that consistently delivered on projects through all stages of design and implementation for features including Housecall Pro Lite, Job Inbox, and the dashboard.
- Coached and mentored an international department of 25 product designers at all levels to improve their skill sets and help them grow in their careers.
- Led the design of a new design system to mature the company's design language, address key accessibility and usability issues, and improve the efficiency of the design and engineering departments.

Sr Product Designer • 2021 – 2022

- Managed an international team of 4 designers focused on revenue generating and realization features ranging from chat to an integrated voice over IP solution.
- Designed an innovative workflow solution from proof of concept to feature launch that achieved a monthly recurring revenue of over $160 thousand within six months of launching as an add-on.
- Designed an automations solution to support various user workflows that could scale from simple to complex as the feature matured.
- Developed several components and design patterns and implemented them in the design system to improve the systems responsiveness, usability, and scalability.

Kazoo HR (now WorkTango)

Sr Product Designer • 2021

- Provided leadership and direction to junior designers throughout the design process around accessible design requirements, scalable design patterns, and design best practices.
- Redesigned the meetings module to address customers underutilizing it by improving the user experience, adding critical functionality, and ensuring scalability of patterns for future iterations.
- Worked closely with product and engineering on a new, best-in-class behavior based incentives program conducting user research, developing product strategy, creating designs, and conducting usability tests.
- Implemented several improvements to the design system and managed the release of changes to minimize their impact on in-flight work.

Primary Skills

- Leading People
- Problem Solving
- Design Thinking
- User Research
- Strategy
- Wireframing
- Prototyping
- Visual Design
- Coding

Specialized Skills

- Cross functional team collaboration
- Generative research: User interviews, field studies
- Evaluative research: Usability testing, Surveys, Card sorting, A/B Testing
- Competitive analysis
- User story writing
- User flow creation
- Information architecture definition
- Accessible design (WCAG)
- Android app design
- iOS app design
- Heuristic evaluation
- Design system creation & maintenance
- Design implementation QA
- Design tools: Figma, Sketch, UXPin, Adobe XD
- Graphical tools: Photoshop, Illustrator, After Effects
- Testing tools: Usability Hub, Maze, User Zoom
- Coding: React, HTML, CSS, SASS, Javascript, C#, .Net Core, SQL

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Professional Experience - continued

Rally Health, a UnitedHealth Group subsidiary

Product Designer • 2019 - 2021

- ⊘ Mentored junior designers in tools, methodology, and general product design competencies.
- ⊘ Collaborated with product to define and design a new reward redemption and tracking experience that provided more control to the user around how they redeem and what they can redeem.
- ⊘ Designed an experience to incentivize users with chronic conditions to take their medications as prescribed without missing doses to help them lead a healthier life.

Blue Cross Blue Shield of IL, NM, TX, OK, MT (Health Care Services Corp.)

Contract UX Designer • 2019

- ⊘ Defined the mobile web experience for the online insurance shopping tool to ensure users can shop and buy insurance on the go.
- ⊘ Redesigned the Individual and Family public website ahead of the busiest insurance shopping season, open enrollment.

Walgreens

Contract Interaction Designer • 2019

- ⊘ Collaborated with multiple teams to improve the design system and its implementation resulting in a more flexible design system and development toolkit.
- ⊘ Developed front-end code for the design system and mentored junior developers on the use of it to ensure they understood the new standards and how to use them.

Stonegate Advisors

Head of Design • 2018

- ⊘ Redesigned the user experience for reviewing data in the STAMP SaaS application which increased user engagement and adoption from nearly 0 to over 50% in less than six months.
- ⊘ Conceptualized and designed the new communication and user management functions for the STAMP SaaS application allowing users to better execute their communication strategies and manage their users.

NMChivers Design

Freelance Product Designer & Developer • 2017 - Present

- ⊘ Mavely: Gamified the user experience of inviting people to the native mobile application platform and continuous use of the application.
- ⊘ Monotype: Designed and developed a landing page for their new font subsetting product that demonstrates to user's the benefits of the new product to increase sales.
- ⊘ GuestPointer: Designed and developed a unique web application for hotel staff to share directions and recommendations with their guests; improving their overall guest satisfaction.

Azavar Technologies

Project Manager & UX/UI Designer • 2015- 2017

- ⊘ Conceptualized and designed two modules within a new SaaS platform including their integration with platform level user management, client management, and permissions management.

The Northern Trust Company

Project Manager • 2011 - 2015

- ⊘ Designed prototypes for complex financial systems and asset management tools in support of a multi million dollar end-to-end system modernization effort.

Education

Millikin University
Tabor School of Business

Bachelor of Science in Accounting

DesignLab
UX Academy

Affiliations

LGBT+ ERG, Co-Chair
Housecall Pro

Research Guild, Advisor
Housecall Pro

Accessibility Guild
Housecall Pro

Awards

You Make This Place Better
2023 - Housecall Pro

Do the Work
2022 - Housecall Pro

Gold Award
2014 - Northern Trust

Quality Medallion
2013 - Northern Trust

Interests & Hobbies

Video Games (Pokemon)

Weight lifting

Traveling

Reading

Coding