Mitchell Davies

Product designer

Experience

Crossroads Health

Product Specialist

Oct 2020 - Present

Designing and managing the execution of a flagship web application for credit balance resolution in US healthcare. Creating and overseeing a robust product roadmap to ensure the successful achievement of key business objectives. Strategic integration of new features, including advanced BI reporting and workflow management systems.

OfferZen

Product designer

Aug 2021 - March 2023 (1 yr 8 mos)

Steered comprehensive discovery and design for the marketplace squad, advancing OfferZen's design system and team efficiency and collaboration. Implemented inductive user research for product strategy development and collaborated with designers to establish a cohesive design and product vision.

Prodigy Finance

UX/UI designer

Feb 2019 - Mar 2021 (3 yrs 6 mos)

Guided design projects and research strategy, conducting international field studies in key international markets. Enhanced early stage conversion by redesigning the marketing site. Fostered customer empathy and promoted design throughout the company by spearheading 'Voice of the Customer' sessions. Provided mentorship to junior designers and interns.

Junior UX/UI designer

Sep 2017 - Jan 2019 (1 yr 5 mos)

Designed for internal and external users across embedded teams, which included wireframing and rapid prototyping. Conducted usability tests and user interviews to inform design solutions.

Graduate Intern - Operations

Jan 2017 - Sep 2017 (9 mos)

Responded to and managed customer support queries. Back office processing of customer loan applications. Assisted brand, marketing, business development, credit risk, finance and design across various projects.

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Find me

mitchdav.com

linkedin.com/in/mitch-dav

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Skills

Product strategy

Design leadership

Product management

User research

User interviews

Usability testing

Research analysis

Information architecture

Journey mapping

Wireframing

UI design

Copywriting

Mentorship

Tools

Figma

Sketch

Abstract

Miro

Marvel

Heap

Mixpanel

Looker

Education

University of Cape Town

Bachelor of Commerce, Management studies

2012 - 2016