Nevin King

Product Design Leader | UX Research & Strategy Expert | AI-Driven Experience Design

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SUMMARY

Product Design and Research Leader with nearly 20 years of experience scaling research and design functions, mentoring high-performing teams, and aligning cross-functional partners around strategies that balance user trust, usability, and business outcomes. Integrated AI and ML capabilities into complex workflows, validating personalization and automation features to reduce friction and increase user confidence. Builds inclusive, feedback-driven design cultures, operationalizes research delivery, and drives system-level initiatives to unify multi-surface experiences.

AREAS OF EXPERTISE

Product Design & Research Leadership

Driving end-to-end experience strategy by scaling research and design functions that deliver measurable business impact

Team Growth & Mentorship

Hiring, developing, and coaching high-performing designers and researchers in collaborative, feedback-driven cultures

Executive Stakeholder Alignment

Influencing product and business strategy through evidence-based insights and clear, outcome-focused storytelling

Strategic Product Design & Insight-Driven Decisions

Driving systems thinking, usability, and mixed-methods research to shape intuitive, multi-surface workflows

Design Systems & Scalable Operations

Establishing modular component libraries and lightweight design operations to improve consistency and delivery speed

AI-Integrated Experience Design

Integrating intelligent automation and ML capabilities into clear, trustworthy user experiences that increase confidence and reduce friction

EXPERIENCE

Director of UX Research & Product Design Strategy

Chatham Financial

📅 01/2019 - Present   📍 Kennett Square, PA

- Built and scaled the UX Research function from a solo-practitioner role to a five-person embedded team across multiple product verticals, increased research coverage by over 300%
- Partnered with Product and Engineering leadership to define priorities and embed insights into roadmap decisions for complex SaaS platforms, directly influenced cross-platform consolidation and key product investments
- Led strategic mixed-methods research, including validation of AI-assisted decision-support features, increased user confidence in automated recommendations and reduced manual workload
- Championed system-level design thinking and co-led the development of a modular component library, improved UI consistency and reduced engineering delivery time by approximately 25%
- Established research and design operations including participant workflows, reusable templates, and an insight repository, cut usability test cycle times by over 80% and improved cross-team collaboration
- Mentored and coached researchers and designers, fostered a collaborative, feedback-driven culture that improved delivery velocity and advanced organizational design maturity

Principal Product Designer

Chatham Financial

📅 01/2017 - 01/2019   📍 Kennett Square, PA

- Reimagined a legacy hedge accounting workflow, replacing a large, error-prone web form with a four-step guided wizard that reduced complexity and cut month-end processing time by several hours, enabling accounting teams to leave by 8pm instead of midnight
- Created user flows, wireframes, and high-fidelity prototypes in close collaboration with subject-matter experts and developers, balancing technical feasibility with usability
- Introduced usability testing into agile design sprints, surfacing critical feedback that reduced post-release errors by 20% and improved user flow efficiency
- Advocated for scalable UI patterns, contributing to the foundation of the company's design system and accelerating adoption of user-centered design practices across product teams

EXPERIENCE

Senior UX Designer

iFIT

📅 02/2016 - 08/2016   📍 Logan, UT (Remote)

- Designed mobile-first wellness features integrating connected devices and coaching, supporting positive behavior change and daily habit formation for fitness users
- Created responsive interaction flows and prototypes for rapid, data-driven product iterations, helping accelerate release cycles in a fast-paced consumer environment
- Adapted design solutions for multiple screen sizes and device types, ensuring consistent, high-quality experiences across mobile and web

Senior User Experience Designer

Minitab

📅 01/2012 - 03/2016   📍 State College, PA

- Established Minitab's UX Design team by evolving usability testing into a full design strategy for statistical software used globally
- Designed internationalized UI components for 40+ countries, improving adoption in global markets and reducing translation-related usability issues
- Improved product usability through iterative design refinement and field research, contributing to higher adoption rates and measurable reductions in support calls

Usability Engineer

Minitab

📅 09/2007 - 01/2012   📍 State College, PA

- Conducted moderated and unmoderated usability testing across multiple desktop product lines
- Created prototypes and usability studies in the absence of formal UX infrastructure, establishing early design patterns adopted in later product development
- Advocated for user-centered design by partnering with product and development teams to integrate usability insights into feature planning

TOOLS & PLATFORMS

Design & Prototyping
Figma, Axure, InVision, Sketch

Research & Testing
Condens, Maze, Lyssna, Usertesting.com and similar platforms

Analytics & Behavior
FullStory, Google Analytics, similar session replay and behavioral analysis platforms

Collaboration & Workflow
Miro, Asana, Jira

AI & Rapid Prototyping
Cursor, v0, and other AI-assisted concept validation tools

EDUCATION

B.S. in Information Sciences and Technology

The Pennsylvania State University

📅 05/2007

CERTIFICATION

NSTISSI-4011: INFOSEC Professional Certification

National Security Systems (CNSS) · Issued May 2007