RJ.

RICH JARVIS
PRODUCT DESIGN MANAGER

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ABOUT ME

A passionate and creative design leader, with over 15 years of experience in Product and UX design. People are the essence of everything I do, from creating intuitive digital experiences, to coaching and mentoring designers to achieve their personal and professional goals.

EXPERIENCE

SEPT 2021 - CURRENT
Product Design Manager Xero / Auckland

As a Product Design Manager at Xero for the Business Management Portfolio, I lead a team of designers to deliver solutions that support the needs of small businesses around the globe. I am responsible for supporting the designers within my team to deliver product improvements, while also identifying opportunities for career growth. I also work closely with my Product, Engineering and Marketing peers to understand, define and execute the long term vision for each product.

Key Projects - Inventory, Contacts, Projects, WorkflowMax

MAR 2020 - SEPT 2021
Senior Product Designer Xero / Auckland

As a Senior Product Designer I was part of an agile Product and Engineering team responsible for the modernisation of the existing contacts product. This involved engaging with other product teams across the business, engaging with customers to deeply understand user behaviour and working directly with my Product and Engineering team to define the short, medium and long-term strategies.

Key Projects - Contacts modernisation, multiple contacts, Xero Business Network

NOV 2017- JAN 2020
Senior UX/UI Designer Virgin Media / Birmingham, UK

Part of a cross-functional, agile team focussed on the acquisition of new customers, with the goal of improving the user experience in order to achieve business targets and increase revenue. Partnered with other senior designers to create and maintain design guidelines and define design ways of working.

Key Projects - Product comparison, Checkout, Design system

2013 - 2017 Senior UX Designer & Team Lead CEWE Photoworld / UK
2012 - 2013 Front-end Developer AA Tourism NZ / Auckland
2009 - 2011 Web Designer ClickingMad Limited / UK
2006 - 2009 Web Designer Discount Domains / UK

SKILLS

Hard Skills
Design Thinking
Product Strategy
Customer Journeys
User Research
UI Design
Prototyping
Usability testing

Soft skills
Communication
Empathy
Problem solving
Creativity
Collaboration

TOOLS

Figma / FigJam
Sketch
Adobe Suite
Miro
Asana
Confluence/JIRA
Usertesting.com

EDUCATION

SEP 2005 - JUN 2006
BSc(Hons) Multimedia
Uni. of Wolverhampton

SEP 2003 - JUN 2005
HND Digital Media
Uni. of Wolverhampton

SEP 2001 - JUN 2003
AVCE Multimedia
Cannock Technical College

REFERENCES

Available on request