RYAN HIGGINS

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EDUCATION

Wilmington University,
Bachelor of Science in Interactive Multimedia Design, 2008

TECHNOLOGIES
- Figma: Design, Make
- Miro/FigJam and Digital Sketching
- HTML5, CSS3, JS &, Angular
- Responsive & Mobile Design Strategy
- AI-Assisted & Agents Development
- Condens UX Research Platform
- Fullstory Analytics, Google Analytics

Profile

Design leader with a track record of transforming complex challenges into user-centered solutions for global institutional investors. Skilled in blending qualitative research and data insights, driving continuous process improvement with product and engineering peers, and fostering cross-disciplinary alignment through impactful strategies and artifacts.

Passionate about mentoring and empowering teams, cultivating a culture of design excellence, and guiding junior designers into leadership roles.

Experience

STAFF PRODUCT DESIGNER, CHATHAM FINANCIAL
— KENNETT SQUARE, PA | 2019-PRESENT

- Leading platform design for the Investment Management Platform, leveraging LLMs and ML to deliver scalable solutions for portfolio performance and risk monitoring.
- Collaborates with GMs, product managers, and engineering leads to research, prototype, and deliver market-leading solutions through an agile process.
- Manage the design internship program, contributed to the platform design system, and facilitated workshops on UX methods and best practices to drive cross-functional alignment and innovation.

DIGITAL DESIGN & DEVELOPMENT MANAGER, WILMINGTON UNIV.
— WILMINGTON, DE | 2016-2019

- Led team of junior developers in reducing accessibility issues 82% (WGAC 2.0)
- Conducted cross-functional UX design studio workshops for homepage optimization & redesign project.

LEAD WEB DESIGNER, WILMINGTON UNIV.
— WILMINGTON, DE | 2009-2016

- Responsible for the design and front-end development and user experience of university websites. Coordinated build-out of CMS and training.
- In 2013, led the responsive website redesign of the second fastest growing private non-profit university in the United States.
- Responsible for social media strategy and governance, lead institution-wide user groups, overseeing administration and social media management.

ADJUNCT FACULTY, WILMINGTON UNIVERSITY
— WILMINGTON, DE | 2013-PRESENT

Instruct and design courses for undergraduate 300-level courses in design and standards-based interface and UX design and development.

Product Design & Research Methods

- Facilitation of design and discovery workshops
- Develop user personas
- Create Interactive prototypes and mockups
- Information Architecture
- Conduct remote/In-person user testing
- Build custom reports in Google Analytics
- Perform accessibility optimization(508 Compliance)
- Conduct voice of customer (VOC) sessions and synthesize feedback into actionable design deliverables