richard quay

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I am an experienced UX Designer with over 16 years of experience creating and implementing strategies for products in emerging markets and technically challenging environments. Known for developing strategic designs and operational enhancements, I combine visionary thinking with practical execution to produce quick, effective results and mentor colleagues.

Work Experience

Knock

Principal User Experience Designer
March 2022–September 2023, Remote based company

- Generated the holistic product and UX vision for all of Knock's external-facing products by leveraging user research and usage metrics, ultimately shaping a North-Star vision. Developed wires and visuals for a highly impactful MLP version.
- Established a top-of-funnel lead form flow that worked for 3 different external user types, resulting in a post-launch retention rate of 52.9% and CES score of 100 with a survey completion rate of 88.2%.
- Influenced multidisciplinary teams (Business Development and Lending Ops) through UX Office Hours and one-on-ones to introduce UX best practices and provide high-impact results with low effort.
- Managed Knock's visual designer contractor and collaborated with partners and stakeholders for their needs; this included timely feedback, prioritized tasks, and a comprehensive roadmap.
- Collaborated actively with cross-functional teams to align design goals with business objectives. Gathered requirements from ideation to execution, ensuring each phase met the highest standards of innovation and feasibility.

Senior User Experience Designer
September 2021–March 2022, Remote based company

- Led the UX in three tech teams, focused on being user-centric and the correct problems with limited design resources. Mentored the other designers and created space needed to innovate, all while not blocking the development teams.
- Spearheaded the establishment of working tenets between the UX and Development teams. This foundational effort bridged working gaps, cultivated trust and mutual respect, and created space for more collaboration between developers and designers.
- Orchestrated the company-wide transition from Sketch, Invision, and Miro to Figma. Additionally, I managed internal UX team meetings and retros and created a 360-degree feedback system, fostering continuous peer-based feedback.

Amazon

AWS Security (AMS) — User Experience Designer
February 2021–September 2021, Remote (Seattle base team)

- Led the overhaul of Amazon's primary permission management tool, Teams. Created the north-star vision and from there collaborated with cross-functional teams to create an impactful MLP and a sustainable future roadmap.
- Orchestrated multiple brainstorms with stakeholders, partners, and fellow designers on a range of topics from product branding to future product thinking & strategy
- Established a product deprecation strategy for a long-used permission tool. This included when and how we should be transiting the different features from the old to new product, the communication to users and how the UI would change.

Education

The Art Institute of Boston — Boston, Mass.
Bachelor of Fine Arts, Graphic Design

Skills

Core skills
product strategy, design thinking, design systems, user research, system design, service design, moderating brainstorms and workshops, design ops, UX copywriting, AI prompt writing, coaching & mentoring, recruiting & hiring, strategic planning, process improvement, vendor management, agile, waterfall, scrum, kanban, lean, standard operating procedure (SOP) development

Tools
Figma, Sketch, Invision, Adobe Suite, Affinity Suite, Atomic, Proto.io, Framer, Webflow, Notion, Atlassian, Jira, Slack, Zoom, Maze, and UserTesting

Mapping & Optimization (MOP) — User Experience Designer
October 2019–February 2021, Remote (Seattle base team)

- Served as the UX designer for a data-centric team. Owned two integral products that Amazon's internal operations significantly used to keep everything running.
- Championed user understanding through metrics, interviews, and surveys, identifying gaps and opportunities for further development. Used to create a north-star strategy while providing short-term high-impact results.
- Educated the larger organization around design thinking and collaborated with 65+ data scientists via design talks, one-on-ones, and weekly office hours to provide guidance around how design can add value to their work beyond just UI screens.

Middle Mile Tech (Relay) — User Experience Designer
December 2016–October 2019, Minneapolis, Minn. with remote partner teams (Seattle & India)

- Launched the Minneapolis design studio alongside six other UX designers and researchers. Led to launching an internal, external, and mobile products within a 3-month period.
- Oversaw the UX for multiple facets of Relay's Carrier web app across North American and European platforms. Drove the UX for Commercial Navigation within Relay's Drivers' app—a key 2019 VP goal.

HTC Creative Labs

Senior User Experience Designer
May 2015–July 2016, Seattle Wash. with remote partner teams (San Fran and Taiwan)

- Led HTC's first foray into Wearables as the lead UX Designer. Served as the UX lead on multiple bands from discovery, research, and wires. Worked closely with HTC's ID team to ensure the software worked seamlessly with the hardware.
- Formulated and rolled out comprehensive UX guidelines and standard controls for VR experiences, which served as foundational references for HTC's design teams, enabling harmonious VR experiences.

User Experience Designer
May 2012–May 2015, Seattle Wash. with remote partner teams (San Fran and Taiwan)

- Championed UX innovation by identifying and optimizing key user scenarios, delivering detailed wireframes, and orchestrating prototypes to showcase emerging mobile UX concepts to senior stakeholders.
- Identified key user scenarios, delivered spec-level wireframes, and coordinated prototypes to showcase new UX concepts to executives and key stakeholders while collaborating with the remote partner teams to deliver a cohesive final product.