

NIKKI PLYEM

PRODUCT DESIGNER AND SYSTEMS THINKER

CONTACT

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SKILLS

- User Research
- Critical Thinking
- Context Switching
- Public Speaking
- UI Design
- Usability Testing
- Rapid Prototyping
- Making People Laugh
- Design Synthesis

EDUCATION

Permaculture Design

Oregon State University

2024

DesignOps Certificate

DesignOps Assembly

2022

UX/UI Certificate

General Assembly

2015

Criminal Justice / Theatre

SUNY Plattsburgh

2005 - 2008

LANGUAGES

English 

Spanish 

PROFILE

I'm a seasoned Lead Product Designer with a passion for shaping user experiences across the entire spectrum, from high-level strategic flows to meticulously crafted component designs. My portfolio boasts a diverse clientele, including JetBlue, Morgan Stanley, ACA Compliance, and LoanStreet.

WORK EXPERIENCE

Lead Product Designer / DesignOps Manager

LoanStreet | New York, New York

2020-2023

- Lead the development of a design system to ensure consistency and quality across all products
- Spearheaded the development and implementation of a comprehensive DesignOps strategy to streamline design processes, improve efficiency, and enhance collaboration across the design team and other stakeholders
- Collaborated with engineering and product management teams to integrate design principles and practices into the overall product development process
- Measured product performance and iterated on designs based on user feedback

SENIOR UX DESIGNER

Big Spaceship | Brooklyn, New York

2019 – 2020

- Owned the booking flow redesign for JetBlue
- Updated and maintained component libraries
- Worked closely with the broader team to ensure rapid paced hand offs to clients
- Presented designs and design-thinking to JetBlue's executive stakeholder team

UX RESEARCHER AND DESIGNER

UXL, User Experience Labs | New York, New York

2018 – 2019

- Lead design workshops for client-facing projects
- Created and maintained component library for UXL
- Mentored junior designers on projects
- Resident green-thumb

UX/UI DESIGNER

Cordium / ACA Compliance | New York, New York

2015 – 2018

- Management of Cordium design team and championing of design-centered culture
- Design and collaboration on implementation of features
- Extensive user research for flagship product
- Creation of design system and living style guide for all products
- Build-out and management of the post-acquisition ACA software department's design arm
- Collaboration with stakeholders and developers on feature design and implementation

UX/UI DESIGN INSTRUCTOR

Imparture | New York, New York

2016 – 2018

- Teach the fundamentals of UX/UI design
- Lead a group of 5-20 delegates over the course of a 2 day workshop
- Think critically and answer any questions the delegates raise over the course