

WORK HISTORY

- Quilter.ai** ● *Staff Product Designer* May 2024–Jun 2025
Remote (NZ)
- Drove product strategy and design vision resulting in \$25M Series B funding round, led by Index Ventures.
 - Designed and shipped flexible PCB constraints specification/requirements specification interface.
 - Led user research, product vision, design, and prototyping across all features, e.g. Differential Pairs functionality.
- RDX Works** ● *Head of Developer Ecosystem* Apr 2022–Jun 2022
London, UK
- Hired for a short-term mission to plan and initiate a global, multi-year strategy transforming the Radix DLT developer community into a thriving, innovative Web3 ecosystem centered around the Scrypto smart contract language.
- Intercom** ● *Group Product Design Manager* Oct 2019–Apr 2021
London, UK
- Partnered with Group PM and Group EM on strategy and roadmapping for the Human Support group (all of London office).
 - Drove delivery of Intercom's largest coordinated launch to date (11 teams, 3 offices)
 - Provided interim Product Management leadership cover for 6 months during Group PM's parental leave.
- *Product Design Manager* Oct 2018–Oct 2019
- Managed 5-7 product designers and content designers at a range of experience levels, across 5 London R&D teams, driving hiring/interviewing processes, provided coaching/mentorship and performance management.
 - Established design reviews, cross-discipline product development rituals, and contributed to design systems.
 - Led product design for Resolution Bot (Intercom's first ML-based chatbot product), enabling automated resolution of 20–30% of inbound support queries across all customers.
- *Senior Product Designer* Sep 2017–Oct 2018
- First hire for Intercom's London office. Established foundational cross-office collaboration and London R&D culture.
 - Co-led hiring loops that grew the London product design org from 1 to 4 designers in 12 months.
 - Led the most comprehensive redesign of Intercom Messenger to date—from system design and teammate workflows to visual and motion design.
- GitHub** ● *Product Design Manager* Oct 2015–Feb 2017
Remote (AU, UK)
- Managed and coached 5–6 designers across product, marketing, and systems design as GitHub's design org scaled globally.
- *Senior Product Designer* Jun 2012–Feb 2017
- Early member of GitHub's product design team.
 - Designed key features including web flow, quick pull requests, branches, explore, onboarding, reblame, and projects.
 - Ranked 13th overall contributor to GitHub.com's codebase by commit count (2012–2016).
 - Frequently represented GitHub internationally at design and OSS events.
- Worry Free Labs** ● *Senior Project Lead* Sep 2011–Jun 2012
Remote (AU)
- Client-facing lead on mobile and web app design projects for enterprise and startup clients at NYC-based consultancy.
- Deloitte** ● *Security Analyst (Internship + Full-time contract)* Oct 2010–Sep 2011
Brisbane, Australia
- After internship with Risk Services, Technology Assurance, and Audit division, continued working full time on a contract basis. Conducted penetration testing reports, client IT security audits, and designed and developed a gas pipeline transaction management prototype.

VOLUNTEERING

- Kiwiburn** ● *IT Team - Project Coordinator* Sep 2025–Present
Remote (NZ)
- Coordinated IT team development projects (portal, ticketing, etc.) and provided support to the event organizers.
- Seth Godin's altMBA** ● *EMEA Cohort Coach* Mar 2016–Jan 2018
Remote (UK)
- After receiving the Perkins Award for most outstanding body of work as a student, I was invited to coach European timezone cohorts for multiple future intakes. Facilitated sessions, assignments, and coached students from all walks of life.

EDUCATION

- Seth Godin's altMBA, 3rd Intake** 2016
Invite-only 4-week intensive program focused on strategic change leadership. Received Perkins award for most outstanding body of work.
- Deakin University – Bachelor of Information Technology** 2012
Majoring in Network Security & Cryptography – Graduated with Honors / High Distinction (GPA Equivalent of 4.0/4.0)