

Gareth Chainey

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SUMMARY

Product designer with 10+ years experience working with startups and large scale companies in B2C and B2B SaaS. I create high quality prototypes to rapidly experiment, make product decisions and win deals.

PROFESSIONAL EXPERIENCE

EnterpriseAI, Sydney, Australia

May 2025 - Current

Senior Product Designer

EnterpriseAI is building products that solve business problems by leveraging the powers of LLMs. Building two main products: An agentic workflow creation tool for the enterprise, and a government building application platform.

- Built high quality prototypes to quickly respond to multi-million dollar RFP deals (would previously require entire teams to do)
- Set up and led customer discovery and acquisition/conversion for products.
- Designed LLM integrated prototypes to build an Enterprise ready agentic workflow management tool
- Closely collaborated with product and engineering to continually improve product and product strategy

SEEK, Melbourne, Australia

May 2022 - September 2024

Senior Product Designer

SEEK is APAC's largest employment marketplace. I led the continuous discovery for a team tasked with the mission to empower candidates to live fulfilling working lives whilst increasing value to SEEK.

- Key member of discovery and led the design for an initiative that better connected candidates with education courses, increasing the existing conversion rate by 75% and adding \$500,000 in annual revenue
- Led the discovery and design for projects that helped increase organic visits by 25.9% in a single year, resulting in over a million annual visits.
 - Conducted 100s of customer interviews, experiments, and assumption tests resulting in confident, successful bets to consistently be made that improved customer value and commercially successful
 - Led initiative to implement HEART which resulted in long term alignment of customer value and business objectives.

Best Practice, Brisbane, Australia

Oct 2019 - May 2022

Product Designer

Best Practice is Australia's largest Practice Management System. I was leading the design for the new SaaS successor product, and grew a design team to 5 people and worked with 30+ engineers.

- Worked with cross-functional teams providing the end-to-end design for domain specific areas like prescribing as well as domain-agnostic areas such as calendar and invoicing
- Started and maintained the design system that was used by an engineering team of 30+ and design team of 5
- Interviewed and hired other designers, provided mentorship, and helped designers improve their craft

EDUCATION

Continuous Discovery Masterclass & Continuous Interviewing 2022&2023 *Product Talk Academy*

ISTQB - Foundation Certification 2017

Bachelor of Information Technology 2013 *Queensland University of Technology*