

Hi. I'm Nick Low, a Product Designer.

W nicklowdesign.com | **E** nicklowdesign@gmail.com | **P** 0434 988 405

WORK EXPERIENCE

BLACKMAGIC DESIGN

Product Designer (UI & UX), Nov 2017 - Present

- Worked closely with CEO, PMs and Engineers to implement design solutions for the company's broad range of hardware and software products. Notably, the newly released **Blackmagic Pocket Cinema Camera 4K**, as well as our video editing and color-grading software, **Davinci Resolve**.
- Took initiative to run a series of internal workshops in regards to animation and interactive prototyping to help fellow colleagues boost clarity in communicating design concepts which led to higher approval rates from management and thus, much quicker turnaround times from developers.
- Conducted series of interviews and user testing to ensure that products are of an acceptable standard prior to showcase at trade shows and ultimately public launch.
- Consistently iterated and improved upon design ideas whilst maintaining a user-centered approach throughout the process, leading to the birth of great user experiences that are seamless and visually stunning.

COMMONWEALTH BANK - MELBOURNE FLAGSHIP BRANCH

Customer Support Assistant (Lead Teller & Specialist), Mar 2017 - Nov 2017

- Led a team of Customer Service Representatives ensuring all transactions are processed correctly and maintained smooth running of daily operations.
- Assessed the financial situations of clientele in order to implement solutions aligned with each individual's needs and aspirations.
- Proven track record of exemplary customer service through friendly interaction, as well as efficient client dealings with transactions, enquiries and disputes.

Customer Service Representative (Teller), Dec 2016 - Mar 2017

- Assisted clients in transacting high volumes of money both domestically and internationally.
- Worked collaboratively with Customer Service Specialists to identify client product needs to enhance and secure financial wellbeing of people, businesses and communities.

OPTUS

Sales Consultant, Feb 2016 - Dec 2016

- Provided telecommunication solutions to everyday people and businesses both big and small.
- Consistently exceeded sales targets by 10-15% and placed top position on the store's leaderboard for three consecutive months.

PERSONAL PROJECTS

COMMCIERGE

- Collaboratively worked with Branch Concierges and Banking Specialists in redesigning The Commonwealth Bank's Windows-based customer management app for the iOS platform.
- Improved UX & Visual Design to enhance product usability and workplace efficiency.

MYKI APP

- A design concept that explored integrating NFC technology within Smartphones to compliment and/or provide an alternative to Public Transport Victoria's (PTV) e-ticketing system - Myki.
- Implemented a variety of features (auto top ups, multi-card management, etc.) that provides users with greater convenience such as eliminating the need for queueing at a top up machines, serving as a backup alternative should cards be forgotten, lost or stolen, etc.

DANCEGRID

- A personal project that addressed the need for a social networking platform specifically tailored towards dancers to help them discover & connect with other passionate individuals, learn from one another, as well as better market themselves to potentially generate an income through dance.

TECHNICAL SKILLS & SOFTWARE PROFICIENCY

- User Interface & Visual Design — **Sketch App, Adobe XD, Adobe Photoshop**
- High-Fidelity Interactive Prototyping & Motion Design — **Principle, InVision**
- Personas, User Journeys, Feature prioritization and mapping
- Early Mockups & Wireframing
- User Research & Data Analysis

PROFESSIONAL ASSETS & SKILL SET

- Solid understanding and practice of user-centered design developed through years of experience in numerous front-facing, customer service-based roles.
- Sound interpersonal skills developed through my background in sales, enabling the formation of strong client relationships and effective communication of ideas between multiple parties.
- Disciplined and organized with knowledge of task prioritization to ensure smooth undertaking of multiple projects simultaneously while meeting strict deadlines.
- Adaptive to change with the willingness to learn and upskill in order to provide value to the team.

EDUCATION

RMIT UNIVERSITY

Bachelor of Industrial Design (Hons.)

First Class Honours

AWARDS

GOOD DESIGN AUSTRALIA AWARD 2018 (USER INTERFACE)

Blackmagic Design - Davinci Resolve