

# RICK FINDLATER

rickfindlater@gmail.com

+64 21 280 7286

[www.rickfindlater.com](http://www.rickfindlater.com)

[www.linkedin.com/in/rick-findlater](https://www.linkedin.com/in/rick-findlater)

## PERSONAL SUMMARY

---

I thrive on creating joyful experiences that make technology accessible and help people achieve their goals.

I have more than 15 years experience in product and UX design, product management, leadership, web development and customer success. I have worked in many different types of businesses with a diverse range of people.

I strongly believe that creating great product is a team sport. I have spent my career working in cross functional teams collaborating with team mates and stakeholders in order to deliver the best outcomes for customers.

I have also managed and led product teams. Using my experience to coach, support and mentor others to do their best work is something that I get great satisfaction from.

Outside of work I enjoy spending time with my family, squash, skiing, swimming, cooking and travelling.

## CAREER HISTORY

---

### HEAD OF DESIGN

*Melon Health*

*January 2019 – January 2021*

#### Duties

- Leadership, management and mentorship of a team of product designers.
- Strategic direction of the Melon product and brand.
- Product management.
- Close collaboration with other members of the Melon leadership team and other stakeholders to ensure the smooth running of product design and delivery agile processes, and to steer Melon's business strategy and vision.
- User research, data analysis, interface design, prototyping and user testing.
- Establishing and maintaining a robust product discovery process through ensuring the flow of customer and competitor data back into the product cycle.
- Maintaining a deep knowledge of current trends in the health sector.

### SENIOR PRODUCT DESIGNER

*Flux Federation*

*October 2016 – January 2019*

#### Duties

- User research, data analysis, interface design, prototyping and user testing.
- Translating Powershop's business and customer requirements into mockups, experience maps, sketches, storyboards, conceptual diagrams and problem definitions.
- Planning and leading new product initiatives based on the needs of our customers and business requirements.
- Working closely with, and providing assistance to, Powershop's product designers and developers as needed to determine usability problems and deliver a high-quality experience that meets customer and business requirements.
- Designing and implementing analytics strategies for the wider business.

## HEAD OF USER EXPERIENCE AND CUSTOMER SUCCESS

*Wipster*

*August 2013 - October 2016*

### Duties

- Management of customer success and UX team.
- Close collaboration with other members of the Wipster leadership team to steer Wipster's business strategy and vision.
- User experience design, strategy, research and testing.
- Conversion rate optimisation and customer retention initiatives.
- Collecting and reporting of customer feedback and issues.
- Establishment and maintenance of customer analytics.
- Maintenance of customer support software and establishment and maintenance of other key supporting software.
- Web architecture, development and maintenance.

## FRONT END WEB DEVELOPER AND USER EXPERIENCE DESIGNER

*Catalyst IT Limited*

*September 2007 – August 2013*

### Duties

- User experience design, strategy, research, interviewing and testing.
- Front end web development - HTML, CSS, SASS, JQuery, GIT.
- Client relationship management.

## BUSINESS MANAGER

Tonic Communications

2005 - 2006

### Duties

- Day to day running of business including management of technical systems
- Client relationship management

## LEGAL EDITOR

Thomson Reuters

2001 – 2004

### Duties

- Editing of legal textbooks

## TECHNICAL SKILLS

---

SKILL	EXPERIENCE
Javascript	Wipster App front end - AngularJS 1 year Wipster Website front end - JQuery 3 years Catalyst IT - JQuery front end web development 5 years
HTML, CSS, SASS	Melon - 2 years Flux - 2 years Wipster App front end - 3 years Wipster Website front end - 3 years Catalyst IT - JQuery front end web development 5 years
GIT	Melon - 2 years Flux - 2 years Wipster - 3 years Catalyst - 5 years

## ACADEMIC

---

Natcoll Design Technology School  
2007  
Diploma of Web Design and Development

Victoria University of Wellington  
1996 – 1999  
Bachelor of Arts (B.A.), English Language and Literature, Classics

Wellington Boys College  
1991 - 1995

*Referees available upon request.*