conorwagner.
Product Designer

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EXPERIENCE

Product Designer | *TicketManager*

Los Angeles, CA | Aug 2021 - Jul 2025

- Led the end-to-end design process delivering high-impact experiences across a suite of enterprise products, including web, mobile, Salesforce, and guest management tools.
- Collaborated with Product, Engineering, Marketing, and C-suite stakeholders to align business goals with user needs, drive product strategy, and define requirements.
- Executed analysis of session recordings to identify UX friction, resulting in a 70% reduction in navigation errors and a 20% lift in conversion rates through 100+ targeted bug fixes.
- Delivered clear, developer-ready documentation and specs, ensuring smooth handoff and minimizing implementation errors across platforms.

UX/UI Designer | *GymHop*

Remote (Based in NY) | Feb 2021 - Aug 2021

- Directed a full MVP redesign for a health and fitness app introducing new features and reimagining the interface to improve usability and drive business goals.
- Conducted and analyzed user research to understand the needs, behaviors, and pain points of our target users to inform design decisions and translate into compelling experiences.

UX Design Intern | *Zwende*

Remote (Based in India) | Oct 2020 - Dec 2020

- Redesigned the onboarding dashboard for suppliers in an e-commerce marketplace, reducing time-to-complete by 40% and increasing supplier activation rate by 20%.
- Drove all aspects of the design process by initiating user research, information architecture, wireframing, prototyping, and testing

EDUCATION

Springboard UX/UI Design Career Track   Mar 2020 - Dec 2020

- 10-month, 700+ hours of intensive hands-on courses, with 1:1 expert mentor oversight, and completion of 4 in-depth portfolio projects.

Western Washington University   Sep 2011 - Jun 2016

- Bachelors: Communication Studies, Minor: Psychology

SKILLS

RESEARCH
User Interviews
Usability Testing
Surveys
Data Synthesis
A/B Testing
Journey Mapping
Personas
Competitive Analysis
Heuristic Evaluation

DESIGN
Info Architecture
Wireframing
User Flows
Prototyping
Design Systems
Responsive Design
Accessibility (WCAG)

TOOLS
Figma
Adobe CC
Jira
Confluence
Google Analytics
Miro
Hotjar
Usetiful

AWARDS

2x Quarter MVP @ TicketManager