



# Makenzie Moore

Product Design Manager

## SUMMARY

Results-driven product design manager with over a decade of experience leading and mentoring design teams of up to 8 across fintech and merchant services, using AI-assisted tools to accelerate craft without losing rigor.

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Memphis, IN \*willing to relocate

[Portfolio](#)

[LinkedIn](#)

## EXPERIENCE

### Senior Product Design Manager

March 2020 - Present - 6 years

Global Payments

- Hired, mentored, and grew team of 8 designers owning experience of account portals, boarding, and value-added services with 163K monthly user base worldwide.
- Streamlined processes, elevated design thinking, and improved designer workflow leveraging Figma Make to ultimately decrease time to design hand-off by 1 full sprint cycle.
- Achieved benchmark of Level AA compliance with WCAG 2.1 in Figma dev hand-offs and UAT testing.
- Led cross-functional effort increasing design system adoption from 5 to 17 products.

### Industry Knowledge

Product Design

User Interface

User Experience

Interaction Design

Inclusive Design

Workshop Facilitation

Rapid Prototyping

Design Research

Mentorship

### UI/UX Product Designer

Aug 2015 - March 2020 - 5 years

Heartland Payment Systems

- Executed UI design on e-commerce services, adhering to the design system, and seeking user feedback to improve UX.
- Worked closely with engineering to implement interaction design and ensure accessibility standards are met in all regions.
- Leveraged Pendo to track and improve CES scores by 1+ point / 5 across 8 task flows.

### Tools & Technologies

Figma Design, FigJam,

Figma Make, Pendo, Miro,

Jira, Confluence

### Other Skills

HTML, CSS, Agile, AI

assisted design tools,

Claude

## EDUCATION

### B.S Anthropology

2009 - 2013

College of Charleston

Charleston, SC

### Digital Media Certificate

2013

Trident Technical College

Charleston, SC