Nate Landes
User Experience Director

CONTACT INFORMATION

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EXPERIENCE

Fidelity Investments
Boston, MA

UX Design Team Manager (Chapter Lead)
2022–2024

- Established and built a team of nine UX designers from the ground up, including hiring, onboarding, and developing a cohesive team culture
- Managed design efforts for twelve product teams focused on digitizing service experiences at Fidelity investor centers
- Boosted digital service transactions in investor centers from 79% to 88%
- Collaborated with UX research teams to pinpoint user needs, devise product team strategies to achieve objectives, and assisted in moderating testing sessions
- Facilitated design workshops and sprints of up to 30+ people for product teams across the enterprise
- Co-managed the UX design remote culture committee

UX Design Director
2018–2022

- Led design for initiatives in two different areas of the business:
  - Fidelity Labs: Worked with a small start-up to build a post-retirement spending tool to help clients get the most out of their savings
  - Investor Centers: Designed a mobile experience to facilitate client self-service during branch visits, which increased client-led tasks by 11%
- Championed user-centric design principles and advocated for the integration of user feedback into product development cycles
- Effectively communicated UX strategies and project updates to senior leadership, fostering alignment, buy-in, and UX value

Publicis.Sapient
Boston, MA

Associate Creative Director
2017–2018

- Provided creative direction for a Bank of America digital experience strategy, collaborating with research and analytics teams to develop twelve user personas and product journey maps

Tectonic
Seattle, WA

Creative Director & UX Designer
2012–2017

- Led design for multiple web and mobile projects for Microsoft, Amazon, Bang & Olufsen, and others
- Gave creative direction to mixed teams of UX, visual, and motion designers
- Created and managed the Tectonic internship program

Microsoft
Bellevue, WA

UX Designer
2011–2012

- Provided UX and visual design for Bing Travel and News apps that shipped with Windows 8

U of Washington
Seattle, WA

UX Design & Research Associate, Teaching Assistant
2010–2011

Intel Labs
Seattle, WA

Research Associate
2010

Kroner Design
Cambridge, MA

Visual and Web Designer
2005–2009

EDUCATION

Masters, Interaction Design
2011

University of Washington, Seattle, WA

Bachelor of Science, Visual Communication Design
2005

The Ohio State University, Columbus, OH

SKILLS

People

Team management
Career development
Workshop facilitation

Creative

Design direction
UX and visual design
Typography

Technical

Figma
Adobe CC
HTML
CSS

PASSIONS & HOBBIES

Music

I play drums, bass, and piano

Volunteering

Some of my favorite ways to give back to the community is through Habitat For Humanity, Pine Street Inn shelter (Boston), and the Gallivan Community Center (Boston)