

# Christopher Sciuto

## Lead Product Designer

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# 15

YEARS LEADING PRODUCT DESIGN

# 500K+

USERS SERVED

# \$3B+

IPO MILESTONE

# 4

DESIGNERS MENTORED

### SUMMARY

Lead Product Designer with 15 years on complex B2B and B2C platforms, shipping across web, mobile, and native. Recently shipped a yearlong Helixintel CMMS redesign that cut *flagship flow abandonment by more than half*, and built a design pipeline that keeps the entire design system in Claude as the source of truth. The companies that hire me usually have a core product that's been broken for too long and a design system nobody's really owned.

### EXPERIENCE

#### Lead Product Designer | Helixintel

Aug 2024 - Present

Buffalo, NY · Remote · B2B SaaS web and mobile platform for 20K+ facility operators across education, municipal, and commercial property

- Led the yearlong Work Order redesign on Helixintel's flagship CMMS. Built the research case, got executive sponsorship, ran the program through to launch. Abandonment on the flow fell by more than half. Support tickets on the same screen are now **roughly a tenth** of what they were.
- Built the global design system from tokens up. Engineering shipped it in Vue.js and SCSS. Adoption hit **95%** across the product within six months.
- Built a design pipeline that keeps the entire design system as structured data in Claude. Claude auto-generates the Figma component library, the engineering specs, and the documentation from a single source. When tokens change, every downstream artifact updates.
- Cut design-to-engineering handoff time roughly in half by writing the specs engineers actually want.
- Set up the design ops scaffolding: research repository, weekly critique, async review process.

#### Senior Product Designer | Kangarootime

Jul 2022 - Aug 2024

Buffalo, NY · Remote · B2B2C mobile-first childcare app for 60K+ families across the US and Australia

- Led the parent-facing product. **60,000+ parents** across the US and Australia, two regulatory regimes that don't agree on much (COPPA, FERPA, Australian Privacy Act 1988).
- Cleaned up attendance, check-in, and messaging. Parent-side support tickets dropped **by half** in the first year.
- Mentored two junior designers. Both promoted to senior on my watch. Worked with a product team of twelve across four time zones.
- Designed one mobile codebase that handled both markets' compliance rules. No fork.

## Senior UX Engineer | ACV Auctions

Mar 2019 – Jul 2022

Buffalo, NY · Hybrid · B2B marketplace for car dealers buying and selling at live online auctions

- Worked across Figma and front end code on the live auction product, the design-engineer hybrid role on a small design team. Stayed through the **\$3B+ IPO**.
- Shipped UI patterns for real-time bidding flows that handled multiple party types (dealers, inspectors, runners) on the same auction call.
- Built the visual regression infrastructure that protected the design system through fast release cycles, and shipped shared tooling that supported both designers and engineers.

## UX Designer | Campus Labs

Jan 2014 – Mar 2019

Buffalo, NY · B2B EdTech web and mobile platform serving students across 400+ universities

- Designed the flagship student mobile app. Engagement and retention moved up and stayed up.
- Ran the WCAG 2.1 accessibility overhaul across the platform.
- Helped reposition the product. It went from a thing colleges used to log data into, to something students actually opened.

## SELECTED CONSULTING

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## Lead Product Designer (Contract, Concurrent) | AirExpert

Sep 2021 – Present

Buffalo, NY · Remote · B2B aviation mobile-first field tooling for aircraft maintenance technicians (JetBlue and others)

- Led the UX redesign of the aviation maintenance platform. Customers include JetBlue.
- Built the mobile-first field tooling. Average mechanic task time dropped from **12 minutes to 7**.
- Introduced ticket grouping and a permissioned cross-base collaboration model. Remote experts can now contribute to repairs without losing ownership or audit trails.

## SKILLS

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**Design Leadership.** Product Strategy · Design Systems · Design Ops · Research Operations · Team Mentoring · Cross-functional Partnership

**Craft.** Information Architecture · Prototyping · UX Research · Interaction Design · Accessibility (WCAG 2.1) · Mobile & Web

**Tools.** Figma · Claude · Claude Code · Cursor · Sketch · Adobe Creative Cloud · Miro · Git/GitHub

## EDUCATION

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**B.S. Design (Digital Media Focus)** | Canisius College, Buffalo NY | 2002 – 2006