# Chris Duxbury

*Senior Product Designer*

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## Summary

Senior Product Designer with 6+ years of product design and UX design experience across fintech, B2B SaaS, and enterprise software. Track record of 0 to 1 product launches and platform-scale design systems, with depth in trust, governance, and transactional product areas. Currently designing AI agent systems, human-in-the-loop workflows, and oversight surfaces at enterprise scale.

## Experience

**Senior Product Designer**
ZipHQ | Toronto, Canada | January 2026 - Present

- Design AI agent workflows and human-in-the-loop systems for enterprise procurement, including permission, escalation, and oversight surfaces with low tolerance for error
- Lead UX for platform trust and governance: auditability, observability, and agent oversight across multi-stakeholder enterprise environments
- Shape scalable notification, messaging, and approval experiences supporting agent collaboration at enterprise scale
- Partner with engineering and product management to prototype in code and ship front-end refinements directly to the product

**Senior Product Designer**
Relay Financial | Toronto, Canada | November 2024 - January 2026

- Owned end-to-end design for Relay's Billing and Revenue platform across three product areas: Invoicing/AR, Lending, and Accounts Payable
- Designed and launched a new invoicing system that drove 75,000+ invoices created, 75% monthly retention, and $1M+ in revenue within the first year
- Led cross-functional product discovery, user research, and strategy workshops; mentored junior designers across the Billing domain

**Product Designer**
7shifts | Toronto, Canada | April 2022 - September 2024

- Promoted from Associate Product Designer; cross-platform design lead for restaurant team communications, labour management, and HR products
- Designed time tracking, labour management, and HR performance analytics dashboards, driving a 30% increase in user adoption across HR products
- Launched net-new labour products adopted by 50% of all users within the first release cycle

**Associate Product Designer**
7shifts | Toronto, Canada | August 2021 - April 2022

- Mobile design lead for Team Communications and Task Management, overseeing a full messaging system overhaul
- Drove 50% user adoption of the new messaging system
- Main contributor to mobile design system planning and implementation

**UX Designer**
iContribute | Toronto, Canada | December 2020 - May 2021

- Designed a new volunteer platform to match students with reputable organizations

## Education

**Bachelor of Business and Technology** | Toronto Metropolitan University | 2017 - 2021
Business Technology Management, with a focus in Design Thinking and Data Analysis

**Human Computer Interaction** | Munich University of Applied Sciences | 2020

**Certificate** | User Experience Design and Design Thinking

## Skills

**Design:** Product Design, UX Design, UI Design, Interaction Design, Design Systems, 0 to 1 Product Design, Enterprise Software, B2B SaaS, Fintech, AI Product Design, Prototyping, Visual Design, Accessibility

**Research and Strategy:** User Interviews, Usability Testing, A/B Testing, Data Analysis, Design Thinking, Survey Design, Workshop Facilitation, Information Architecture, Journey Mapping, Heuristic Evaluation, Competitive Analysis, OKR Planning, Product Strategy, Product Discovery

**Tools:** Figma, Webflow, Framer, Adobe Photoshop, Adobe Illustrator, HTML, CSS, JavaScript, Claude Code, Mixpanel, Metabase, Google Colab, Jira, Notion

## Community

**Design Mentor** | Ad-Hoc | 2022 - Present
One-on-one feedback and career guidance for junior designers and design students

**Industry Design Coach** | BrainStation | 2022
Judged and provided feedback on graduate capstone projects