Scott Nichols

Senior/Lead Product Designer

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SUMMARY

I'm a product designer with more than 10 years of experience in enterprise SaaS, cybersecurity, insurance, and financial services. I design complex tools for people who can't afford mistakes: IT technicians, security teams, fraud analysts, and insurance customers. I do my best work on automation and workflow products, and I've led design teams and built design systems along the way.

PROFESSIONAL EXPERIENCE

Comprehension Engine | Independent Product Designer (Self-Employed)

2025 to Present

My own design practice, taking on product design and design system work.

Client: OAK Media Works, Principal UX Designer (fractional)

- Leading UX and product design for a startup's client portal, where record labels review, comment on, and approve video jobs.
- Redesigned the portal's job page so the video, conversation, and approval fit on one 1080p screen, across 4 screen widths in light and dark themes.
- Building the OAKroots design system, including a Figma component library and a handoff package that lets the team build with AI coding tools.
- Ran a heuristic evaluation of the desktop app's installation process, finding 5 usability issues (3 rated high or critical) and recommending prioritized fixes.

ConnectWise | UX Team Lead, Cybersecurity

2024 to 2025

- Promoted to lead UX for the cybersecurity products, setting design direction and mentoring designers.
- Led design for vulnerability remediation in the Asio security platform, so technicians could act straight from a severity-ranked list instead of digging through 3 levels of scans, sites, and devices.
- Owned a shared design system used by multiple product teams, setting reusable interaction patterns and documentation standards, and ran design QA on developer builds.

ConnectWise | Senior UX Designer

2019 to 2024

- Built the monitoring automation feature from scratch, letting the system detect common IT problems and run the first few standard fixes on its own, so technicians only get involved when those fixes don't work.
- Designed the Scripting and Automation products for ConnectWise RMM and Asio, giving IT providers tools to build and run their own automation workflows.
- Worked closely with product and engineering, using Pendo analytics and Maze testing to check designs against how people actually used the product.

MaxMind | Interaction Designer

2017 to 2019

- Redesigned minFraud's custom rules builder, replacing a 6-step wizard capped at 2 conditions with a single-view visual builder that supports nested AND/OR logic.
- Designed interfaces for fraud detection and risk platforms used by analysts.

Creative Circle and other agencies | Contract UX Consultant

2015 to 2017

- MAPFRE Insurance: designed policy management flows, plus the mobile quote-and-buy flow for the Verti digital auto insurance brand.
- MetLife: designed the company intranet and internal tools.
- Intralinks: designed for a secure deal platform used in mergers and acquisitions.
- Cambridge BioMarketing: website design for orphan drugs and rare disease diagnostics.

Federal Reserve Bank of Boston | Multimedia/UI Designer

2014

- Designed user interfaces and multimedia content for internal and public-facing projects.

SELECTED CASE STUDIES

- Verti Insurance: mobile quote-and-buy flow for MAPFRE's digital auto brand (scottnichols.me/portfolio/verti)
- Vulnerability Remediation: ConnectWise Asio security platform (scottnichols.me/portfolio/vulnerability-remediation)

SKILLS

Design: Product design, interaction design, design systems, information architecture, data visualization, prototyping, usability testing, user research, accessibility (WCAG), AI-assisted design workflows

Tools: Figma, FigJam, Miro, Pendo, Maze, Adobe Creative Suite, WordPress, HTML and CSS

EDUCATION

Chicago Portfolio School, Design

Pratt Institute, Studio Art and Design

Lesley University, Photography