Jonathan Hill
Lead Product Designer | Enterprise & Complex Systems

Senior Product Designer (UX-led) with 5+ years' experience leading research-driven design for complex digital products. Specialises in designing clarity for high-stakes, constrained, and ambiguous environments. Experienced influencing product direction alongside engineering and leadership in early-stage and low-UX-maturity teams. Brings systems thinking, accessibility focus, and evidence-based decision making across domains.

Experience

Kistler, Bratislava/ Košice, Slovakia
Lead Product Designer (July 2023-present)
UX Designer (November 2021-July 2023)

- Led product design strategy and delivery for multiple highly technical, security constrained B2B products operating across hardware platforms, industrial systems, and integration-heavy enterprise environments.
- Demonstrated commercial impact of UX through reduced support ticketing by **15%, faster onboarding**, and **improved product clarity across 50+ enterprise customers and partner organisations.**
- Scope: 4+ products, 50+ enterprise customers, multi-region stakeholders.
- Partnered with Product and Engineering leadership to align product design strategy with business priorities, influencing roadmaps, scope, and investment decisions across 4+ enterprise product lines.
- Planned and executed end-to-end research (discovery, validation, usability testing) to reduce friction in complex workflows, resulting in improved onboarding, usability, and enterprise partner adoption.
- Built and embedded scalable customer feedback and analytics pipelines (Google Analytics, Hotjar), enabling data-informed prioritisation of features, integrations, and UX debt.
- Created UX-led business cases linking user insight to commercial outcomes, supporting roadmap trade-offs, feature rationalisation, and monetisation discussions.
- Collaborated cross-functionally with Engineering, Legal, Compliance, Sales, Support, and external partners to ensure designs met security, regulatory, and operational constraints.
- Raised UX maturity within a low-UX-maturity organisation by introducing repeatable research and design processes and launching a company-wide UX Guild to upskill teams across regions.
- Led and mentored 5 designers across multiple product teams.

FH Wien der WKW — Vienna, Austria
External Product Research Consultant (May 2021 – Dec 2021)

- Led stakeholder and learner research to diagnose adoption and usability issues within the existing Learning Management System (LMS), directly informing platform roadmap decisions and rollout strategy.
- Defined a scalable product design framework for a modern LMS, aligning system capabilities with pedagogical objectives, institutional constraints, and real learner workflows.
- Delivered evidence-backed UX recommendations that clarified onboarding, reduced support dependency, and improved engagement across multiple learner and stakeholder groups.
- **Earlier career:** Adjunct English lecturer at Higher Education Faculties in Austria and Slovakia where I developed advanced communication, facilitation, and research skills applied to enterprise product leadership.

Skills

Product Design Strategy & Leadership, Product Design Management, User Research, Usability Testing, Discovery Research, Product Design Roadmapping, Stakeholder Management, Enterprise UX, B2B UX, SaaS UX, Design Systems, UX Maturity, Agile, Scrum, SAFe, Analytics-Driven Design.

Capabilities

Product Design Strategy/Leadership
- Product Design strategy for complex B2B and enterprise platforms.
- Roadmap influence, prioritisation, and stakeholder alignment.
- Raising UX maturity in low-UX maturity organisations.

Research & Decision-Making
- Discovery research, usability testing, and continuous validation.
- Translating user insight and analytics into product decisions.
- Evidence-backed UX recommendations and business cases.

Enterprise Product Experience
- Security and compliance constrained environments.
- Hardware and integration-heavy systems.
- Enterprise onboarding, adoption, and support reduction.

Delivery
- Agile/Scrum/SAFe environments.

Tools

Figma · Miro · Jira/Confluence · Google Analytics · Hotjar

Education & Certifications

- **BA (Hons) Advertising, Marketing & Business Strategy:** University of Huddersfield, UK
- **Professional Diploma in UX Design:** University of Glasgow

Contact/Portfolio Details

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References

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