

Christy Thiaucourt-Hatch

Results-driven Product and UX Design Manager with a diverse design and research toolkit and a proven track record across multiple industries. Passionate about creating impactful customer experiences, complex problem solving, supporting creative teams, and design led innovation.

PRODUCT DESIGN & RESEARCH FOCUS

Full-Stack Product Designer/UX Designer

End-to-end strategic product development, encompassing all stages including user research, vision development, ideation, service design, experience design workshops, page design, prototypes, user testing and final implementation.

User research and user-centered design approach

Create customer insights from research, using evidence-based mixed-method research approaches across early-stage discovery, continuous feedback, analytics and usability testing.

Creative leadership, thought-leader and partner

Manage design teams and evangelize design thinking, facilitate problem solving, and partner with senior leaders in the product design journey.

Innovative design in all product phases

A creative technologist who works to create seamless UX with technology, striving to push design forward with new emerging capabilities.

WORK EXPERIENCE - PORTFOLIO @ userstudio.com

McKinsey & Co., New York — *Product Design Manager (2018-2023)*

As a design chapter manager, I created proprietary platforms for knowledge management and content distribution (Impacting 30K consultants, 70% weekly usage.) Recently, design initiatives focused on Gen AI to improve slide generation and content summarization, with ChatGPT and internal ML models.

User Studio, New York — *Principal Designer (2012-2018)*

Worked with a variety of clients on design strategy and re-imagining the art-of-the-possible. Example clients include digital media, financial, and digital radio (Improving adoption, retention, and product growth opportunities.)

Thomson Reuters, NY/Zurich — *VP Product/Search Innovation (2007-2012)*

Reimagined platforms for leading financial products, with a deep focus on ML for Eikon's "market making" news and trading data. Filed patents for Atlas, a concept showcasing the power of ML/AI to create smarter content for financial professionals (Search enhancements improved CSAT by 20+% upon release.)

HUGE Inc., NY — *New York - Experience Director (2005-2007)*

Directed UX, research, and creative teams for diverse clients including book publishers, airlines, media, and e-commerce companies.

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SKILLS & EXPERTISE

Creative leadership, team and client management and design evangelism

Product lifecycle management and charting 0->1 product design

Holistic design thinking, service design, and journey mapping

Design strategy, conceiving, co-creation/workshops, design sprints and prototyping

Qualitative and quantitative user research methods, customer insights, personas, and CX archetypes

Data analytics, customer segmentations, and North Star metrics (NPS, CSAT)

Content strategy, SEO, and publishing platforms

Agile working methods, rituals and team management

Knowledge of core technologies SAAS, Cloud, AI, Gen AI, CMS/CX platforms, mobile, and data privacy

BA Human Communication
MA Art History

SOFTWARE

Figma, Sketch, InVision, Adobe Creative Suite, Dovetail, SEO, Analytics