



CHRISTIAN HILBERT

SENIOR UI/UX DESIGNER

Senior Designer with long-standing experience in design thinking and usability principles, bringing compelling creative strategy, vision, communication, and mentoring skills to the team environment.

CAREER HISTORY

Senior Product Designer

Zoom • San Francisco, CA (2021-2023)
www.zoom.us

- Lead the design and technical direction of the Zoom Contact Center (ZCC) design system
- Designed and maintained the ZCC component library, user interface patterns and provided documentation guidelines, in a systematic, detail-oriented way
- Conductive role in designing and shipping Zoom Contact Center application features
- Partnered closely with PM's and engineers to implement pixel perfect designs, based on provided guidelines
- Lead reviews and evaluated designs and project activities for ZCC with development guidelines and standards
- Mentored junior designers and provided guidance

Senior Product Designer

Wells Fargo • San Francisco, CA (2020-2021)
www.wellsfargo.com

- Manage the design, creation, and production of customer experienced solutions for the Commercial Electronic Office (CEO) application
- Established an in-depth information architecture using design principles and best practices
- Collaborated closely in project research and design system updates

Senior Product Designer

Vonage • San Francisco, CA (2019)
www.vonage.com

- Oversaw UI/UX design for VBC Admin app feature
- Supported Vonage's design language system in collaboration with engineering
- Developed user personas and performing extensive user research, while working closely with product management to design award winning experiences

(Joined Vonage's design team following NewVoiceMedia's acquisition in 2018)

Senior UI/UX Designer

NewVoiceMedia • San Francisco, CA (2017-2019)
www.newvoicemedia.com

- Conducted NewVoiceMedia's design system, backed by Salesforce, improving the change of pace of creation and innovation among designers and engineers

ABOUT

Research driven design
Mentorship & leadership
Brand identity expert
Design thinking
UI/UX design
CIXD principal
Design System
Usability testing

SKILLS

Adobe CC	Design System
Figma	Pattern Library
Sketch	UI/UX Principles
InVision	Brand Identity
Balsamiq	Wireframing
Zeplin	Interaction Design
HTML, CSS, JS	Rapid Prototyping
Drupal, Word Press	Usability Testing
JIRA	Print Publishing
Coda	Photography



- Conceived company's styleguide and design pattern of "atomic" elements, components and high-res visual styles, helping teams to build products coherently
- Owned the end-to-end redesign for NVM Dashboard and Contact Pad, including discovery, strategy, interaction design, prototyping and user testing
- Traveled to the EU branches to oversee the UI/UX implementation while partnering with product management and engineering to develop compelling and achievable product roadmaps

Senior UI/UX Designer

NORCAL Mutual Insurance • San Francisco, CA (2011 - 2017)

www.norcal-group.com

- Led creative strategy and developed UI for company's first mobile app and the producer/agents desktop portal
- Brand development and management, including comprehensive rebranding effort (logo redesign, typography, color scheme, website redesign and relaunch)
- Oversaw usability testing and exercises on publication and UX efforts, including User Acceptance Testing
- Created online production guides to train new and existing partners on interface and experience standards, increasing productivity by 173%

FURTHER CAREER HISTORY

UI/ UX Designer

Taptera

San Francisco, CA (2011-2012)

www.taptera.com

Web / Graphic Designer

Esselte Leitz GmbH

Stuttgart, Germany (2010-2011)

www.esselte.com

Web / Graphic Designer

Star Cooperation GmbH

Böblingen, Germany (2008 - 2010)

www.star-cooperation.com

Lead Designer

Suntrek Inc. (now Intrepid Travel)

Santa Rosa, CA (2006 - 2008)

www.intrepidtravel.com

Graphic Designer

SMACK Comm

Berlin, Germany (2005-2006)

www.smack-communications.com

Graphic Designer

Jamba GmbH

Berlin, Germany (2004 - 2005)

www.jamba.de

Corporate Credit Card Administrator,

5 languages specialist | Citibank

Barcelona, Spain (2003 - 2004)

www.citi.com/spain

Web / Graphic Designer

Design Tactics

Dublin, Ireland (2002 - 2003)

www.designtactics.net

Graphic Design Admin

Snapprinting

Dublin, Ireland (2002 - 2003)

www.snap.ie

Web Designer

I-D Media AG

Berlin, Germany (2000 - 2002)

www.idmedia.de/en

EDUCATION & CERTIFICATES

Bachelor of Arts in Graphic Design

Blocherer Schule, Munich, Germany

(1995 - 1999)

www.blochererschule.de

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Drupal and Joomla,

AcademyX, San Francisco, CA

(2014)

HTML5, CSS3, AcademyX,

San Francisco, CA

(2013)

CMS "Typo3" and "Flash CS5",

Alfatraining, Stuttgart, Germany

(2010)

Certificate of Proficiency in Spanish,

Speakeasy Barcelona, Spain

(2003)

Adv. Certificate of Work Experience,

Cambridge International Exams,

Dublin, Ireland

(2003)

AWARDS

Award of Excellence 2017

Insurance Marketing Communications Association (IMCA)

"MyNORCAL App" video introduction

Magazine 2016 - Gold | Hermes Creative Awards

The Current - NORCAL Group's Agent Newsletter

Award of Excellence 2016 | Insurance Marketing

Communications Association (IMCA)

"Guide Guard Advocate" advertising campaign

PR Daily's 2015 Content Marketing Awards -

Best Content Series

Award of Excellence 2015 | Insurance Marketing

Communications Association (IMCA)

NORCAL Mutual's *Claims Rx* monthly publication