

David Randolph

Product Designer · New York, NY

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SUMMARY

Product designer with 8+ years designing complex mobile and web products for energy and government, from strategy through launch and iteration. At National Grid, led design for the On My Way field work rebuild, where the share of jobs crews completed rose from 45% to 83% and task success rose from 68% to 95%, and founded the Atlas design system used across three products. At NYC OTI, redesigned MyCity child care enrollment, raising application completion 20% in final testing. B.S. in Computer Science; Nielsen Norman Group (NN/g) UX Certified.

WORK EXPERIENCE

Product Designer — National Grid | New York, NY (Feb 2023 – Present)

- Owned design end-to-end for a mobile application field work platform, partnering with PM and Engineering to translate user needs into guided digital workflows, raising the share of jobs crews completed from 45% to 83%.
- Treated user research as a velocity tool: ran 10+ testing rounds with 40+ participants, synthesized findings with NotebookLM, and lifted task success from 68% to 95% through clearer navigation and user flows.
- Cut task time 32% by removing modal interruptions and optimizing visual design for photo capture with automatic tagging.
- Founded Atlas, a design system unifying three products (Mar – Dec 2024): pilot teams cut front-end build time 35% against a 20% target, 82% of production UI was built from Atlas components, and WCAG 2.1 AA compliance on audited screens rose from 54% to 97%.
- Worked AI first: utilized emerging technologies like Claude and ChatGPT to clarify intent, draft short PRDs, and surface edge cases; prototyped interactive flows early to validate concepts before moving into Figma.
- Aligned operations, safety, product, and engineering on success metrics and product vision through launch and iteration.

Product Designer (UX/UI), Contract — NYC Office of Technology & Innovation | Brooklyn, NY (May 2022 – Nov 2022)

- Mapped service blueprints across ACS, DSS, HRA, and DOE, synthesizing stakeholder processes and caregiver interviews into clearer eligibility, application, and status user flows.
- Redesigned MyCity child care application flows through user research, prototyping and three rounds of usability testing; application completion rose 20% in the final testing round.

Freelance Product Designer (UX/UI) — Upwork | New York, NY (Mar 2020 – Apr 2022)

- Owned discovery, visual design, and prototyping for web and mobile applications with founders and engineers to deliver innovative design solutions.
- Shipped designs ready for production under tight timelines in fast-moving teams, ensuring high-fidelity execution and intuitive user flows that aligned with business goals.

Intern, then Product Designer / Project Management — Con Edison | New York, NY (Apr 2016 – Dec 2019; internship while studying, then full-time)

- Translated complex requirements into user flows and UI specifications for internal tools used by large operational teams.
- Coordinated design, engineering, research, and product on scope and priorities to ship internal tools on time, advocating for user-centered design principles to bridge technical and design requirements.

EDUCATION

College of Staten Island (CUNY) — B.S., Computer Science (2015 – 2019)

SKILLS

AI-first design: LLMs, Claude, ChatGPT, problem framing, short PRDs, edge case mapping, AI prototyping

Design: Interaction design, visual design, design systems, state coverage, accessibility, front-end fundamentals, mobile application design, prototyping

Research & strategy: Customer interviews, usability testing, journey mapping, service blueprints, success metrics, user research

Tools: Figma, FigJam, Illustrator, Sketch, NotebookLM, UserTesting, Jira, Keynote, PowerPoint, Google Slides

CERTIFICATES

UX Certification — Nielsen Norman Group (NN/g), Sep 2024

UX Design — Google Professional Certificates, Jun 2021 – Jun 2022

Project Management — Google Professional Certificates, Mar 2021 – Sep 2021

IT Support — Google Professional Certificates, Jan 2020 – Mar 2020