Charlie Abbott | Product Designer

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About

Product Designer with 3+ years designing enterprise and client-facing financial tools. Experienced in simplifying complex risk and investment workflows through research-driven, accessible, and system-oriented design.

Experience

PRODUCT DESIGNER, NORTHWESTERN MUTUAL; NEW YORK, NY – 2020-2023

Led end-to-end design for B2B and B2C financial products, including research, prototyping, information architecture, visual design, and iterative refinement

Modernized the insurance application process by streamlining legacy flows and consolidating siloed data, increasing application processing speed by 20%.

Contributed to and evolved the enterprise design system to ensure visual consistency, scalability, and accessibility compliance (WCAG)

Digitized and modernized the insurance/finance beneficiary change process through a multi-end user tool, which reduced application errors by 70%

Presented design concepts and prototypes to cross-functional stakeholders, aligning business, engineering, and compliance priorities

Education

Carnegie Mellon University, Pittsburgh, PA – Master of Human Computer Interaction, 2019
Cornell University, Ithaca, NY – B.S., Development Sociology, 2012

Skills/Tools

Lean/Agile/Jira · Figma · HTML/CSS · Adobe Creative Suite · A11y/Accessibility