

Hope Nagai



Product Designer | Fintech Lover | Simplifying Design to Focus on What Matters
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With over 4 years of product design experience and deep expertise in fintech, I've taken on senior-level responsibilities by leading initiatives and leveraging research to inform product decisions. I live by an action-first approach and have a strong foundation in strategy, problem-solving, and user-centered thinking, especially within highly regulated, data-rich environments.

Work Experience

Contract Product Designer - TransUnion 10/2022 - 04/2025

- Led end-to-end design of a new D2C identity protection app, increasing session duration by 18%, boosting CTA engagement by 30%, and reducing user errors by 35% through UX, UI and IA strategies. (Based off usability testing, product launch is scheduled for Oct 25')

Product Designer - TransUnion 10/2022 - 06/2024

- Led and supported accessibility initiatives to achieve ADA compliance across 4 platforms.
- Migrated and decommissioned 2 legacy products, introducing reusable, accessibility-first design system components that powered scalable feature innovation.
- Designed and supported mobile app features including live chat and a D2C loan and credit card marketplace.
- Created tailored sales demos to align with partner needs and drive business opportunities.
- Collaborated across agile teams to deliver high-impact, user-centered solutions.

End-to-End Product Designer (Founder, Ecodine LLC) 02/2019 - 01/2021

Launched a private-label brand on Amazon from the ground up, led market research, product, packaging, branding design, QA testing, and advertising strategy (PPC), including data analysis and optimization.

Digital Media Intern - Generation Peace Academy 06/2012 - 07/2013

Designed print and digital media, including newsletters and a yearbook, using Adobe InDesign. Captured and edited photo and video content on Photoshop and Premiere Pro.

Bartender/Hospitality 01/2012 - 01/2022

From casual bistros to upscale steakhouses, my decade of experience has made me highly adaptable and empathetic, while deepening my understanding of human connection, interaction, and needs.

Education

Pertinent UX Design Courses 2021-2024

UX Management: Strategy and Tactics | The Ultimate Guide to Visual Perception and Design
UI Design Patterns for Successful Software | Accessibility for Web Design Certification
Intro to Web Design and HTML Essential Training | Design Thinking: The Beginner's Guide

Google UX Design Professional Certification 04/2021 - 10/2021

Google x Coursera 7 Course - 6 Month Program

Learn UI Design Certification 03/2021- 06/2021

Erik Kennedy 7 Course - 3 Month Program

Otis College of Art and Design 08/2017 - 12/2017

Completed coursework in Fashion Design

Harper College - Associate Of Arts And Sciences 08/2013 - 06/2016

Obtained AAS in Fashion Design

Tools

Figma/Figma Make | Adobe Suite | Sketch | Miro | Confluence/Jira | Wordpress/Webflow | Lovable.dev

Hard Skills

Cross Channel Design + Strategy | Accessibility Design & Testing | Information Architecture | Responsive Design | UX/UI Design | Component Development | QA Testing | Design Systems | UX Copywriting | Prototyping | Basic HTML& CSS | Usability Testing | A/B Testing | Interaction Design | Wireframing | Wireflows | User Flows | User Research | Market Research | Branding + Visual Design | Design Thinking | Project Management | Financial Products | Systems Thinking | Credit Programs | Presentation Skills | Mobile Applications IOS + Android | Agile Environment

Soft Skills

Direct & Open Communication | Leadership | Ownership | Time Management | Stakeholder Management | Open Minded | Curiosity | Empathy | Problem Solving | Critical Thinking | Active Listening | Collaboration | Intuitive | Problem-Solving Skills