NICHOLAS KAGY

Senior Product Designer

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Senior Product Designer with 10+ years of experience across healthcare, fintech, and insurance, specializing in design systems, accessibility (WCAG), and scalable enterprise UX. Known for shipping 0→1 products, reducing defects, and driving measurable outcomes through research + data-informed design.

SELECTED IMPACT / CAREER HIGHLIGHTS

- Shipped Plan Central 2.0 redesign for SummaCare's member/broker portal experience.
- Identified 3,100+ defects/pain points and drove a prioritized improvement roadmap.
- Built a 1000+ component design system, saving 20 hours per week across design and prototyping.
- Delivered 3 design systems (0→1) and reduced defect resolution time by 27% at FIS Global.
- Reduced support calls by 15%, WCAG errors by 18%, and defects by 21% through scalable UX and accessibility systems at Guardian Credit Union.

SKILLS

Design	Project Management	Tools
Design Systems, Prototyping, Component Libraries, Rapid Iteration, Wireframing, User Flows, Ideation, UX Research, Layout, Auditing, Explorations, Workshop Facilitation, Journey Mapping, WCAG, Information Architecture, Content Hierarchy	Road-mapping, Planning, Scope Management, Requirement Gathering, Documentation, Stakeholder Communication, Agile/Scrum, Developer Handoff, Presentations, Cross-Functional Collaboration	Figma, Adobe Creative Suite, Sketch, Miro, Framer, Webflow, WordPress, Lovable, Claude, ChatGPT, Trello, Basecamp, Airtable, Monday.com, Jira, Ivanti, Tableau, Power BI, Microsoft Office, HTML, CSS, JS, SQL

EXPERIENCE

Senior Product Designer

Summa Health | Akron, OH   March 2025 - Present

- Led the end-to-end redesign and launch of Plan Central 2.0 (SummaCare member and broker insurance portal)
- Audited the platform and documented 3,100+ defects and pain points, educating stakeholders on opportunities for improvement.
- Partnered with branding and marketing to build and maintain a design system with 1,000+ reusable components, reducing design, prototyping, and user-flow work by an average of 20 hours per week.
- Conducted user research with product owners through focus groups, card sorting, journey mapping, personas, field studies, and prototype testing.
- Developed product strategies with stakeholders by analyzing user data, business requirements, and industry trends.
- Collaborated cross-functionally with engineering, compliance, legal, and clinical teams to align user needs with business objectives.

Senior Product Designer

FIS Global | Jacksonville, FL (remote)   2021-2025

- Owned UX/UI for three B2B fintech banking products, partnering with clients to deliver tailored SaaS solutions.
- Built three scalable design systems from 0-to-1, reducing defect resolution time by 27% through well-documented components and patterns.
- Guided teams in resolving 1,500+ defects by implementing streamlined design and testing processes.
- Created on-boarding UX guides that reduced support calls by 15% within six months using token-based and variable branding systems.
- Improved accessibility compliance, reducing WCAG errors by 18% and achieving Level AA certification.
- Strengthened stakeholder facilitation and communication by presenting workflows and strategy supported by data analytics.
- Collaborated with leading institutions including EverBank, BMO, Chime, Jenius Bank, and Chase.

UX Designer
Guardian Credit Union | Montgomery, AL (Remote)   2020-2021
- Built, implemented, and maintained fully custom design systems that unified digital products under one brand, reducing defects by 21%, saving over $200K in the first year of implementation.
- Established the organization's first accessibility team solely focused on improving accessibility and WCAG compliance.
- Built prototypes through rapid iteration testing user-journeys, flows, and new features.
- Engineered executive dashboards combining programming and aesthetically pleasing design to follow and track key metrics.

UX Analyst
Alfa Insurance | Montgomery, AL   2018-2020
- Enhanced mobile and web UX/UI through building out a design system to create consistency and scalability.
- Audited both customer-facing and agent-facing products to resolve 68% of defects within the first 8 months of implementing a new design system.
- Built an integrated agent dashboard that consolidated multiple third-party tools into a single workflow, reducing context switching and support needs.
- Completed 17 projects within 2 years, which was 10 more than any other designer on the team.

UX Designer
Legacy Consulting | Montgomery, AL   2015-2019
- Worked on UX projects for multiple sets of clients in the healthcare world to improve their products through data and design strategy.
- Introduced design systems and standardized UX workflows (including early adoption of Figma) to improve consistency and delivery.
- Saved offices over $2M in 4 years through auditing products and solving flaws and creating simple design strategies.
- Partnered with stakeholders to define requirements, validate solutions, and align product strategy.
- Built out a UX team to manage projects with clients.

Strategy Pastor
Northview Church | Carmel, IN   2014-2016
- Partnered with leadership to align ministry decisions with data, insights, and overall vision serving as a bridge between analytics and ministry.
- Collaborated with campuses to set measurable goals and align church wide strategy and set up systems and processes to build upon vision of Senior Team.

VP Southern Operations
Thrifty Car Rental | Montgomery, AL   2010-2014
- Overall development and management of locations in the southern regions.
- Handled HR, leadership Development, administration, budgeting, payroll, negotiations, inventory, subrogation and more.
- Reviewed and managed metrics and growth indicators to adjust and decide on pricing fleet management, saving the company over $2M in 4 years through data analytics and data driven decision making.
- Oversaw, championed, empowered, and enabled staff at 4 locations

EDUCATION

Highlands College
A.A. – Organizational Leadership
2014-2016

Mission University
B.A. – Business Administration
2006-2009