

Christopher Mundle

Toronto, ON | 647.472.5211 | hello@christophermundle.com | [LinkedIn](#)

Award-winning Senior Product Designer with 8+ years of experience creating user-centric designs that drive user adoption and product success. Skilled in completing all aspects of the design process, from concept development and research to wireframing prototyping. Successful in translating user needs and business objectives into intuitive and visually appealing digital solutions.

Core Competencies

- Product Design
- Wireframing & Prototyping
- User Experience (UX)
- User Interface (UI)
- Mobile & Desktop Design
- Interaction & Visual Design
- User Research
- Web and App Development

PROFESSIONAL EXPERIENCE

Zafin | Toronto, ON

Senior Product Designer | January 2024 to Present

- Traveled to Dubai for a month to meet with customer for a new project and provide design expertise on piece of software in development
- Direct redesign of a critical product yet to be realized and oversaw work of another designer for quality assurance

Various Clients | Toronto, ON

Freelance Product Designer & UI Developer | June 2022 to December 2023

- Designed a New To Canada experience for BMO, allowing immigrants of Canada to open bank accounts from their home country to prepare financials before leaving home country
- Won 3 banking industry awards in 2023 for New to Canada product including Best Use of Tech in Retail Banking at Banking Tech Awards and Innovation in Retail Customer Experience at BAI Global Innovation Awards
- Collaborated with clients to identify needs and designed innovative and user-friendly products in alignment with project specifications
- Developed engaging and intuitive user interfaces for various industries software, e-commerce, and financial services
- Created Shopify plugin for retail jewelry client which boosted their press and brand outreach

Shopify | Remote

Senior Product Designer | October 2021 to May 2022

- Directed implementation of a new feature for integrating metafields for targeted, personalized marketing campaigns, leading to email conversion rates of 175% during close beta testing
- Discovered more powerful segmentation tool through in-depth research, user interviews, and data analysis
- Employed user-centred approach with education on how to effectively use tool, resulting in an increase in user satisfaction, thus positively impacting store owners' marketing efforts
- Performed audit on mobile experience and recommended changes to improve interface before official release for better adoption

BMO Financial Group | Toronto, ON

Senior System Design Engineer | March 2021 to October 2021

- Created a mobile design system used by all product designers and developers to support consistent design experiences and end product quality with content available in French and English
- Collaborated with cross-functional teams to gather requirements and integrate feedback into design system for stronger user experience
- Designed reusable UI components and documented functions for developers and designers
- Facilitated workshops and training sessions for designers and developers to provide education on use of design system
- Tracked and reported on key metrics such as component usage, design consistency, and user feedback to measure impact of design system

BMO Financial Group | Toronto, ON

Product Designer & UI Developer | May 2018 to March 2021

- Conceptualized and executed visual designs for mobile banking app and online banking website, ensuring quality and standardized design across platforms for brand alignment
- Enabled customers to dispute credit card charge on mobile app by completing user research, following bank style guidelines, and testing user flows for successful feature implementation, thus significantly reducing call centre costs
- Designed and implemented an improvement for company's mobile banking app, with integration of INTERAC, an e-transfer auto-deposit service, which increased sign-ups by more than 200%
- Received 'Fintech for Good Award' at 2019 Banking Technology Awards for Give&Go feature for non-profits to create a bank account and collect donations through donors tapping phones on receptacles at in-person events
- Designed and developed internal branch lending software which generated more than \$1B in new loans during first six months of launch

Office/Bureau | Toronto, ON

UX Designer & Developer | December 2017 to April 2018

- Mentored fellow team members on UX design best practices for seamless navigation, organized information hierarchy, and accessibility
- Collaborated with design team on creation of wireframes and visual designs for websites and applications with WordPress and PHP
- Created websites for a variety of clients including a music festival, an interior design studio, a publishing company, and the professional organization, Ontario Professional Foresters Association

BMO Financial Group | Toronto, ON

Visual Designer & UI Developer | May 2017 to December 2017

- Created visual designs and user interfaces utilizing Agile methods for continuous improvement based on user feedback
- Directed in User Advisory and Testing sessions to revise and validate designs
- Built Business Xpress product which reduced small business lending process from 30 days to 30 minutes through interviews with small business banking specialists to discover pain points, streamlined user flows, and impact of revised product impact on employees and business customers

Primate Labs | Toronto, ON

Front End Developer | November 2015 to April 2017

- Designed user experience and interface for macOS, iOS, and Android versions of Geekbench 4, a platform which measures and monitors system performance
- Oversaw entire product lifecycle from user research and wireframing to testing and prototype building
- Created website to promote product and assessed app market in China to deliver a regional landing page, leading to 84% increase in downloads
- Transformed existing Ruby on Rails web application into responsive user interface by realizing application didn't support mobile and rewrote code to improve UX/UI across all devices

TECHNICAL PROFICIENCIES

Figma, Zeroheight + Storybook, Adobe Photoshop, Illustrator, After Effects, Premiere, Sketch
HTML, CSS, JavaScript, React, Angular, PHP, VS Code, Git, Terminal, Xcode, Swift UI

EDUCATION

Ontario College Diploma: Internet Applications and Web Development, Durham College
Ontario College Certificate: Web Design, Durham College
Web Accessibility for Developers Course, Toronto Metropolitan University
Fundamentals of User Experience Design Course, George Brown College of Continuing Education

COMMUNITY LEADERSHIP

Volunteer Design Mentor, ADPList | July 2021 to Present
Top 10% of UX Mentors in Canada based on ADPList with over 50+ glowing reviews