

NIGEL WARREN

10 years of experience in product management and software design. I know the challenges of product creation and help teams ship well designed software.

Kickstarter \\ Product Manager

Jun 2014 – Jan 2017

When I joined Kickstarter, the product needed to scale for larger audiences and evolving use cases. In addition to this, the product team faced various challenges transitioning from a first-come-first-served product development model to teams with defined areas of responsibility. My primary contributions were:

- Defined and drove the roadmap for the entire creator experience as well as the project page.
- Established the first product KPIs in order to make more strategic decisions and track performance.
- Decreased development risk by introducing product testing methodology.
- Scaled the product by shipping numerous improvements including [collaborative projects](#), [live streaming video](#), a [knowledge sharing community](#), [spotlight](#), a mobile-optimized project page, [google analytics integration](#), [reward scheduling](#), as well as significant infrastructure upgrades enabling features to come.
- Researched and defined a plan for rewriting a major portion of the site I cannot go into detail about.
- Advocated for and planned Kickstarter's [guest checkout](#) functionality.

Rarebit Studio \\ Design Consultant

Jun 2011 – Jun 2014

I ran my own consultancy working on products for startups and Fortune 500 companies.

- Overhauled Comcast's website, including designing its first ever mobile ecommerce site.
- Created the UX architecture for an e-learning app for a major textbook publisher, an analytics dashboard for a micro-payments startup, the initial UX designs for a document-sharing startup, among other projects.
- Delivered strategy for American Express aimed at increasing the spend of specific audience segments.

General Assembly \\ User Experience Instructor

Oct 2013 – Mar 2014

I taught the 12 week "Introduction to UX Design" course and guest lectured the intensive course.

- Led classes of 20-25 students with a mix of lessons, workshops, and assessments.
- Developed custom curriculum covering usability principles, content strategy, prototyping, and more.

Roundarch (now part of Isobar) \\ User Experience Designer

Jan 2008 – May 2011

Designed web- and app-based experiences for clients including: Bloomberg, HBO, and the U.S. Census Bureau.

Google \\ User Experience Research Intern

Feb 2006 – Aug 2006

Improved the usability of AdWords, mobile Gmail, and mobile Maps through user research.

University of Waikato (New Zealand) \\ Graduate Researcher

Feb 2004 – Feb 2005

M.Sc., Human-Computer Interaction + Computer Science.

- Developed, tested, and published research on GPS navigation systems.
- Granted patents on audio navigation technology created as part of master's thesis.

University of Southampton (England) \\ Undergraduate

Oct 2000 – Jun 2003

B.Sc., Computer Science.

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