David Hindman

Design Leader with 15+ years leading product design, UX, and service design teams across fintech, B2B SaaS, and enterprise platforms. Experienced in design systems, product strategy, and cross-functional collaboration. Leverages AI design tools and emerging methods to accelerate concepting, prototyping, and team workflows with product, engineering, and executive stakeholders.

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EXPERIENCE

Senior Design Manager — Silicon Valley Bank
Sep 2021 – Jan 2025
Remote

- Built and led a multidisciplinary team of UX, Service, and Product Designers supporting associate-facing commercial banking initiatives across customer support, live chat, credit onboarding and closure, CRM, process automation, and digital platform migration.
- Partnered with product leadership to scope design needs, define roles, and oversee hiring and team structure.
- Directed talent development, performance feedback, and team operations to ensure both design quality and delivery efficiency.

Principal Product Designer — Silicon Valley Bank
Jul 2020 – Aug 2021
Remote

- Led end-to-end design for client onboarding, aligning compliance and risk requirements with optimal user experience.
- Embedded scalable design practices into a rapidly growing product team to accelerate delivery and improve consistency.

Principal Interaction Designer — Intuit
2016 – 2019
Mountain View, CA

- Led product design for key QuickBooks payments initiatives, enabling millions of merchants to get paid faster.
- Balanced ideal user flows with constraints from risk, compliance, legal, and payment networks.
- Partnered with PM and engineering to launch new payment features adopted by 500K+ small businesses.

Interaction Design Director — Fjord
2015 – 2016
San Francisco, CA

- Managed and scaled the Interaction Design team in the SF studio.
- Led design strategy for diverse clients across finance, education, entertainment, and non-profit sectors.

Interaction Design Lead — Fjord

<div align="right">**2013 – 2015**
San Francisco, CA</div>

- Drove UX strategy and execution for high-impact client projects.
- Mentored designers and shaped the studio's design culture and methodology.

All roles viewable here: linkedin.com/in/hindmandesign

EXPERTISE

Design Leadership, UX Strategy, Product Design, Service Design, Team Development & Management, Storytelling, Future Vision & Concept Development, Fintech UX, Blockchain Technology, Prompt-Based AI Design Tools, Generative AI for Design, Prototyping, Figma

EDUCATION

MPS, Interactive Media — NYU ITP

<div align="right">**2006**
New York, NY</div>

MM, Classical Guitar — Yale University

<div align="right">**2004**
New Haven, CT</div>

BA/BM, Economics & Music — Northwestern University

<div align="right">**2002**
Evanston, IL</div>