

WASHINGTON, D.C.

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Matthew Thomas-Wicher

SUMMARY

Experienced product designer with five years of expertise in creating user-centric designs across diverse industries. Skilled in all stages of the product development lifecycle, from ideation to implementation, I excel in translating complex concepts into intuitive, visually appealing solutions. With a keen eye for detail and a passion for innovation, I thrive in collaborative environments, consistently delivering exceptional user experiences. Seeking opportunities to leverage my skills and drive forward-thinking organizations towards success.

EXPERIENCE

Berkeley Research Group, Washington, D.C. – *Mid-Level Product Designer*

MAY 2023 – PRESENT

- Led the implementation of a new claims submission user journey which resulted in a 20% decrease in submission errors.
- Built a state-of-the-art policy tracker for users to stay up-to-date on industry information.
 - The creation of this feature led to an increase in user engagement, resulting in a 15% increase in log-in frequency and user retention.

Oportun, Washington, D.C. – *Product Designer*

OCTOBER 2021 – MAY 2023

- Spearheaded the optimization of sign-up and onboarding flows for Oportun's entire product suite, which encompasses banking, automated savings, investing, and budgeting tools.
 - These efforts led to a 35% improvement in completion rates and a 13-24% increase in retention rates across all products.
- Partnered with the Design Strategy team and Product team to create a new member insights area within the product.
 - This innovative feature provided users with personalized financial recommendations and insights, resulting in a 5% increase in member retention and a 15% boost in weekly active members retention and an increase of 15% weekly active members.

The Demex Group, Washington, D.C. – *Founding Product Designer*

APRIL 2020 – OCTOBER 2021

- Started as the sole designer at Demex, taking full ownership of both marketing and product design initiatives. Collaborated closely with cross-functional teams to establish design processes and standards, ensuring consistent, high-quality designs across all touchpoints.

Hollingsworth LLP, Washington, D.C. – *Senior Litigation Paralegal*

JUNE 2018 – JULY 2019

- Provided crucial consultation during the preliminary trial phase of the ongoing Monsanto Roundup litigation. Offered valuable insights and expertise to contribute to the legal process, showcasing a background in navigating complex trials with precision and attention to detail.

WilmerHale, Washington, D.C. – *Litigation Project Assistant*

DECEMBER 2014 – JUNE 2018

- Working efficiently and collaboratively with, and under the supervision of, attorneys, paralegals and other support professionals, the Project Assistant assists with all phases of litigation, securities, regulatory, and government and internal investigations matters.

EDUCATION

Flatiron School, Chicago, IL – *UX/UI Design*

2019 – 2020

General Assembly, Washington, DC – *Full-Stack Engineering*

2017

Flagler College, St. Augustine, FL – *B.A., Political Science*

2012 – 2014

SKILLS

Human-Centered Design, Product Design, UX Design, UI Design, User Research, User Empathy, Design Thinking, Design Workshops, Prototyping, Figma, Adobe XD, Framer X, Axure, Miro, Figjam, Jira, Confluence, Monday, Wireframing, Sketching, Stakeholder Meetings, Presenting complex ideas, Collaboration, Mentoring