

RIK CATLOW

Austin, TX | (704) 302-6981 | rik.catlow@gmail.com

Accomplished UX Designer & Leader with extensive expertise in UX research, design, and strategy to drive customer satisfaction and loyalty. Demonstrated ability to develop impactful solutions that enhance user engagement and satisfaction. Extensive experience in the financial services industry, particularly in developing and implementing white-label banking products, authentication and payments. Excel at understanding the interconnections and complexities within a system, seeing the big picture while identifying how individual components interact and influence one another. Rely on key performance indicators (KPIs) and quantitative metrics to guide decisions, measure success, and drive continuous improvement, ensuring that all actions are aligned with clear, objective data. Dedicated to producing high-caliber work with meticulous attention to detail, ensuring that every project reflects a commitment to craftsmanship and excellence.

PROFESSIONAL EXPERIENCE

FIS Global, Remote

1/2014 – 11/2024

UX Design Manager - Strategic Projects, 2020 – 2024

Led cross-functional teams in developing user-centered design solutions for intricate projects, such as Passkey authentication, Checkout as a Service, and redesigns of white-label banking products.

- Collaborated with user researchers to conduct generative and evaluative testing, providing valuable insights to inform design decisions.
- Organized remote design workshops to gather valuable insights and foster team collaboration.
- Advocated for user-centric design principles throughout the product development lifecycle and integrated UX into the Agile development process.
- Mentored product designers, providing guidance and feedback to foster growth and development within the design team.

Staff Product Designer - White-label Mobile Banking, 2014 – 2020

Oversaw the conceptualization of versions 4, 5, and 6 of FIS's Digital One Flex white-label mobile application, which catered to over 600+ financial institutions in the United States.

- Developed wireframes, prototypes, and high-fidelity visual designs to communicate design concepts effectively.
- Presented design concepts and findings to senior leadership, securing their approval and alignment with design strategies.

GLG Insights, Onsite - Austin, TX

7/2013 - 1/2014

Principal Product Designer - Research Tools

Principal Designer on GLG's internal search and discovery platforms utilized by 800 researchers.

- Conducted user interviews and observed researchers' behavior to enhance the overall performance and efficiency of the product.
- Provided continuous guidance and feedback to developers throughout the build cycles. Developed and maintained a consistent design system to promote user experience within the company.

Bank of America, Onsite - Charlotte, NC

12/2007 - 7/2013

Lead Product Designer - Mobile Banking

Served as lead designer in creating Bank of America's inaugural native mobile banking applications for iPhone, iPad, Android, Windows Phone 7, and Blackberry.

- Developed a comprehensive design system, an icon system, and mentored and onboarded a team of designers to utilize these newly implemented systems effectively.
- The platform currently supports 38 million active users, which is the second highest among U.S. banks.