

NIGEL WARREN

10 years of experience as a product manager and designer with a technical background. I love working with talented teams to ship impactful, usable 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, the product team faced challenges transitioning from ad-hoc development efforts to individual teams pursuing strategic, measurable success. My contributions included:

- Owned the product lifecycles for the creator experience and project page teams.
- Decreased product risk by training teams in KPI-driven, test-based development.
- Developed a [creator Q&A community](#) with >90% answer rate, reaching over half of creators.
- Doubled project discovery through a mobile-first project page redesign.
- Scaled the product by shipping improvements including [collaborative projects](#), [live streaming video](#), [reward scheduling](#), [spotlight](#), as well as significant infrastructure upgrades enabling future features to come.
- Planned and advocated for Kickstarter's [guest checkout](#) functionality.

General Assembly \ Instructor

Oct 2013 – Mar 2014

Taught the 12 week "Introduction to UX Design" course and guest lectured for colleagues' courses.

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

Rarebit Studio \ Lead User Experience Designer

Jun 2011 – Jun 2014

Launched my own consultancy to work on products for startups and Fortune 500 companies.

- Overhauled Comcast's website, including designing its first ever mobile ecommerce site.
- Modernized MetLife Japan's paper-based insurance processes through creation of digital platform.
- Created the initial UX architecture for a stealth startup led by ex-Google, a major publisher's e-learning app, and a micro-payments service, among other projects.

Roundarch (now part of Isobar) \ User Experience Designer

Jan 2008 – May 2011

Worked on a mix of business systems and consumer-facing apps for enterprises and government institutions.

- Designed Bloomberg analytics apps for web & mobile.
- Created large scale data access tools for the U.S. Census Bureau.
- Launched a brand new HBO.com.

Google \ User Experience Research Intern

Feb 2006 – Aug 2006

Improved the usability of AdWords, and ran Maps and Gmail user studies on flip phone-era mobiles.

University of Waikato (New Zealand) \ Graduate Researcher

Feb 2004 – Feb 2005

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

- Developed mapping systems using audio effects applied to music to guide users to their destination.
- Granted patents on technology created for master's thesis, published research in CHI.

University of Southampton (England) \ Undergraduate

Oct 2000 – Jun 2003

B.Sc., Computer Science.

✉ nigel@nigelwarren.com

📄 <https://linkedin.com/in/nigelmwarren>

☎ +1 646 417 3528
+852 5591 9500