

Josh Knight

UX/UI & Product Designer

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WORK EXPERIENCE

Product Specialist | Stark Future *Full-Time · 3/2025–Present*

- Designed an end-to-end Dealer Portal for an electric motorbike brand, building the information architecture and interaction design from the dealer support knowledge base and cutting estimated support ticket volume ~20% through stronger self-service flows.
- Built a scalable, dealer-specific design system and Figma component library that held UI patterns consistent across order management, warranty, and documentation modules, trimming design-to-dev handoff time ~30%.
- Mapped 3+ dealer workflow scenarios through competitive analysis and user journey mapping, turning real dealer pain points into a navigable interface with clear hierarchy and intuitive task flows.
- Designed and shipped the Aftersales Portal, an internal AI-assisted knowledge base for the team supporting Stark's VARG electric motorcycle, owning it end to end from problem framing through information architecture, content design, UI, and the front-end build and deployment.
- Defined a retrieval-grounded AI assistant that answers in plain language and cites the exact internal document behind every response, pairing streaming answers with a visible four-step progress checklist so agents can see why an answer is trustworthy.
- Built a model-aware knowledge base of 46 articles across 12 systems, tagging each article to specific VARG models and adding a model filter that cuts the "right fix, wrong model" errors agents hit under time pressure.
- Created a branded dark design system (tokenized color, a self-hosted variable typeface, an 8px spacing scale, custom icons, and reusable components) and a section-aware, two-level navigation with breadcrumb wayfinding across every screen.

UX/UI Designer | Overflow Capital *Contract · 12/2024–3/2025*

- Led end-to-end product design for a fintech lending platform, turning complex financial workflows into an intuitive borrower portal and cutting estimated application drop-off ~30% through cleaner journey mapping and interaction design.
- Ran mixed-methods research including interviews and usability testing with 12+ participants, synthesizing findings into insights that shaped design strategy and prioritized the roadmap.
- Built high-fidelity prototypes and a scalable Figma design system, speeding developer handoff ~25% and holding visual consistency across borrower-facing touchpoints.
- Used funnel analytics to reduce friction at 3 key conversion points, clarifying financial product information in support of business growth goals.

Product Designer | Catch Up *Contract · 3/2024–Present*

- Led end-to-end product design for a SaaS mobile MVP, guiding a remote agile team through iterative sprints that lifted estimated user conversion ~15%.
- Ran A/B tests across 4 onboarding flows, using segmentation to align design decisions with business OKRs and cut drop-off at key activation points.
- Applied AI-powered analytics to surface behavioral insights, helping the team build more personalized experiences and improve quarter-over-quarter retention.
- Carried product thinking through the whole process, from personas and journey mapping to high-fidelity prototypes, tying each decision back to a measurable outcome.

UX/UI Designer | ANI Solutions *Contract · 2/2024–5/2024*

- Led interaction design and user research for an HR/management portal connecting businesses with cultural institutions, delivering a product that beat client usability benchmarks across 3 rounds of testing.
- Defined the information architecture and end-to-end flows for the B2C platform, cutting estimated task completion time ~25% through cleaner navigation.
- Partnered with PMs, engineers, and stakeholders in agile sprints, keeping the design system consistent and every Figma handoff development-ready.
- Kept stakeholders aligned through regular, transparent updates, holding 100% on-time delivery across sprint milestones.

Escalation Specialist | Super73 *Irvine, CA · 10/2021–10/2023*

- Worked with the corporate team to resolve B2B issues, improving satisfaction across D2C and dealer channels through empathetic, solution-focused communication.
- Built and maintained relationships with 50+ B2B partners, handling high-profile, sensitive escalations with clear cross-functional coordination.
- Developed dealer-facing interface recommendations for inventory and order-fulfillment pain points, applying UX principles to improve workflows and cut resolution time.

EDUCATION

Avocademy · UX/UI Foundations

California State University, Fullerton · Bachelor of Arts in Art History

SKILLS

Design: End-to-End Product Design, Interaction Design, Visual Design, Design Systems, Design Tokens, Information Architecture, Wireframing & Prototyping, High-Fidelity Prototyping, User Journey Mapping, User Personas, Responsive & Mobile Design, Accessibility / WCAG, Product Thinking, Design Strategy, Agile Methodologies, Iterative Design, Development Handoff, Affinity Mapping, Competitive Market Research, HTML, CSS

Research: User Research, User Interviews, Usability Testing, A/B Testing, Data Analysis, Competitive Analysis, Survey Analysis & Synthesis, Analytics & Data Interpretation

AI & Automation: Claude Cowork, Claude Agents, Claude Skills

Tools: Figma, Framer, Jira, Monday, FigJam, Shopify, NetSuite, Excel, Adobe Illustrator

Soft Skills: Cross-Functional Collaboration, Stakeholder Management, Product Management, Empathy, Adaptability, Time Management, Problem Solving, Storytelling, Conflict Resolution, Attention to Detail