

Megan Hamilton

Senior product designer

Linkedin

portfolio

megan.x.hamilton@gmail.com

Los Angeles, CA

10 years experience in B2B software and B2C fintech.

Known for turning ambiguous problems into defined, well-crafted outcomes:
from new integrations to reimaged credit card experiences.

Experience

ezCater

Senior product designer

May 2025 - July 2026

- Led end-to-end design for first self-serve Enterprise integration (SAP Concur) — from concept through post-MVP iteration across 15+ edge cases — partnering with Product, 3 engineers, marketing, content design, research, and an external partner team over 6+ months. Integration enablement correlates with 5%+ higher order-booking retention, and automated receipt syncing processed 5,000+ receipts in the first month alone, saving admins time and effort.
- Redesigned time-based policy controls for customers representing \$10M+ in annual food spend, combining existing data with new customer research to de-risk rollout and shape final product direction.
- Led experience strategy refresh for Enterprise admins — grounded in company strategy, competitive analysis, and customer insights — that generated 2 new roadmap initiatives now driving retention and reducing support request volume.
- Owned end-to-end design across 5 additional Enterprise admin and orderer projects, balancing long-term strategic bets against fast-moving near-term priorities to support customer retention and spend growth.

Atlassian

Senior product designer, Manager

Oct 2021 - Dec 2024

- Drove 5% increase in content-building engagement for new Confluence pages via end-to-end redesign of the page creation experience, in partnership with product manager, engineers, and content designer.
- Enabled a major Confluence product milestone impacting 10,000+ users to launch, by re-designing a key page editing experience to improve usability and functionality, while navigating challenging technical constraints.
- Unblocked Confluence Cloud migration (a key business imperative) and created 2 new strategic integrations between Confluence and Jira, by leading the design team with ongoing direction and guidance on collaboration, career goals and high-quality craft, enabling the team to ship these experiences.
- Empowered key 10+ Atlassian Marketplace app makers to build highly-requested apps for Confluence Cloud customers, via end-to-end design and research.

Capital One

UX Designer

Jul 2016 - Oct 2021

- Grounded the US credit limit increase program (impacting 1 million customers) in new qualitative research and socialized a customer experience vision along with a near-term testing plan, designed to lower customer complaints while meeting business requirements.
- Advocated for leadership investment in improving customer communications in the late payment journey, mapped across 10+ touchpoints and 5+ user archetypes, and defining key opportunities and a vision in collaboration with design and product partners.
- Led an initiative to transform how 50+ marketers reach credit card customers, in service of driving unparalleled experiences and helping customers get the most from their relationship with Capital One.
- Redesigned a credit card application experience correlating to \$1M+ in increased value for the company.

Skills

Core design

- Visual design
- Prototyping (including AI tools)
- Accessibility
- Responsive design
- Using and contributing to design systems
- Low to high fidelity
- Motion design
- Ideation

Research and analysis

- Interviews
- Competitor analysis
- Usability testing
- Heuristic evaluation
- Synthesis

Design thinking and strategy

- Creating design principles
- Facilitating workshops
- Systems thinking
- Journey mapping

Tools

- Figma, FigJam, Figma Make
- Claude Design, Claude AI
- Dovetail

Education

Georgia Institute of Technology

M.S. Human-Computer
Interaction

- Capstone project with Mayo Clinic researcher - Diabetes medication decision aid design & research

University of Florida

B.S. Materials Science
and Engineering,
Minor in Spanish