

PROFILE

Ryan is a Toronto-based Senior Product Designer with over six years of experience designing enterprise SaaS products used by thousands of businesses.

He thrives on solving complex operational problems, collaborating across teams, and delivering product experiences that drive business growth.

He believes the best products are built through curiosity, collaboration, and a deep understanding of customer needs.

SKILLS

Interaction Design

Information Architecture, Heuristic Evaluation, Task Flows, User Flows

UX Research

A/B Testing, Benchmarking, Customer Discovery, User Interviews, Usability Testing

UI Design

Accessibility, Design Systems, AI Prototyping,

Communication

Design Critiques, Presentations, Stakeholder Management, Workshop Facilitation

Conceptual

Design Thinking Methodology, Prioritization, Product Strategy

Tooling

ChatGPT, Claude, Confluence, Figma, Framer, Jira, Magic Patterns, Maze, Miro, Mixpanel, Notion, Storybook

WORK EXPERIENCE

Senior Product Designer

Toast | Aug 2024 - Present

Led the 0 to 1 design of Toast's inventory platform, validating market demand and unlocking \$3.4M in winnable ARR through early customer adoption

Enabled international expansion by leading Québec fiscalization, unlocking a 29,000-merchant market, and establishing a scalable multilingual framework

Designed mission-critical POS workflows, including bill splitting, adopted across 70% of Toast's customer base to improve operational flexibility for restaurant teams

Designed specialized ordering experiences for high-volume Boba Tea restaurants, supporting 127,000+ QR code generations per month while protecting strategic restaurant partnerships

Product Designer → Senior Product Designer

Nest Wealth | Aug 2021 - Aug 2024

Led design across the product suite, including National Bank's client-facing experience, increasing conversion by 325% while reducing time to convert by 22%.

Established scalable design operations through onboarding processes, handoff standards, role frameworks, and a multi-tenant design system

Championed a data-informed design practice through user research, usability testing, and analytics.

Product Designer → Acting Design Lead

Auvenir | Mar 2020 - Aug 2021

Led UX for Deloitte's internal audit platform, designing localization and complex group audit workflows for global audit teams

Served as Acting Design Lead, mentoring five designers and driving design quality across three enterprise apps

EDUCATION

UX Certification

Nielsen Norman Group | Sept 2025

User Experience Design (Diploma)

BrainStation | Sep 2019

Philosophy (Honours Bachelor of Arts)

University of Toronto | June 2013