Professional Summary

Systems design leader with 8+ years building enterprise products for major retailers like Walmart and Lowe's, with $3M+ in documented savings. I work at the intersection of strategy and execution: reframing the problems teams are solving, building the information architectures that scale the solutions, and elevating the craft of the team around me.

Experience

Feb. 2026
3 years

Senior UX Designer

• **Lowe's Home Improvement**

Designed information systems across Supply Chain analytics and Data Governance. Both areas had the same root problem: internal teams were drowning in data they couldn't act on.

• Consolidated 200+ fragmented supply chain reports into 6 unified experiences. $2M annual savings, 54,600 work hours eliminated, 135% NPS improvement, 120K DC supervisor hours saved annually. Pushed for six months on a single insights template before building anything else. That decision halved engineering time for every supply chain page that followed.

• Rebuilt search, filtering, and workflow across four Data Governance products with no formal launch. Weekly Data Catalog logins grew from 497 to 1,472. Data Quality active users from 13 to 109. The system found its own audience because it finally made sense.

• Defined accessibility and interaction standards adopted beyond Supply Chain — including filtering and search patterns, data sentiment indicators for table cells and KPI cards, and data visualization components. Teams across Pro, Finance, and Marketing picked them up without a formal rollout.

• Orchestrated discovery for a technically complex supply chain forecasting system with three distinct user types — DC Flow Analysts, SC Finance Managers, and SC Labor Analysts — each modeling data the others depended on. Mapped the full system as a service diagram before a single wireframe existed, then translated it into a lo-fidelity architecture for engineering to build in Palantir.

• Elevated how designers around me approached discovery and research. FigJams that included research synthesis, user flows, personas, and service diagrams became the model others adopted. One colleague said the biggest thing they learned from me was that 'everything begins in a FigJam.

• Developed an AI-integrated design workflow: requirements refined in ChatGPT from meeting transcripts, translated into a Figma Make prompt, producing a medium-fidelity prototype for stakeholder alignment before a single frame was designed. Built a Custom GPT UX Intake Assistant on top of this thinking, cutting kickoff time by ~50% and replacing incomplete Jira tickets with structured conversational requirements gathering.

• Partnered with our UX researcher to take research findings and move on them without waiting for the product backlog. Used ChatGPT to surface and prioritize the highest-impact, lowest-effort fixes, then executed them in a single sprint. Shorter feedback loop, faster user value, and a model for how design and research can own more of the process together.

Experience (Continued)

Nov. 2022
2 years

Senior UX Designer

• Movista

- Reframed a scheduling bottleneck as an information hierarchy problem — discovery research revealed schedulers needed rich event metadata to make assignments, then needed that data to disappear. Rebuilt the experience around this insight, replacing a click-heavy detail/calendar toggle with an intelligent drag-and-drop interface, with expected scheduling time reductions of ~40% per scheduler.

- Designed progressive disclosure into the scheduling architecture: full event context surfaced during assignment, collapsed to title and location once filled — reducing cognitive load at exactly the right moments without losing data fidelity.

- Led end-to-end discovery, stakeholder interviews, and iterative prototyping — translating competing scheduler, retailer, and employee needs into a unified scheduling system.

July 2017
3.5 years

Senior UX Designer

• Walmart

- Rebuilt Backroom Inventory as an AR experience for existing handheld devices: 70% task time reduction, SUS score 48→75+, $100K+ annual savings. Associates needed no training — the system explained itself.

- Designed the Space Planning tool generating $1M+ in annual savings through operational visibility where none existed before.

- Built enterprise-wide design system components that compressed project timelines from months to weeks, adopted across multiple teams.

Education

Master Of Science

Interaction Design & IA

University of Baltimore — May 2021

Bachelor Of Science

Information Technology

Brigham Young University — April 2017

Selected Recognition

"Nathan is a rock solid systems thinker with tremendous trajectory in his career."
— Rick Rodriguez, Head of Design Systems @ Walmart

"He led many design workshops that drove the client's needs to the surface and ultimately led our product team to the right solution."
Dillon Hohertz, Product Manager, Movista

"He taught me so much about ensuring you have the right design architecture in place before even making a visual design 'pretty'."
— Chelsei White, Principal Product Manager, Walmart

"He is always focused on strong partnerships to change the way product and design define technology needs."
— Amy Offenberger, Product Manager, Lowe's