

CHRISTIAN FRADET

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PROFESSIONAL SUMMARY

Results-driven **Senior Product Designer** with **10+ years of experience** in UX/UI design, product strategy, and digital transformation. Expertise in **AI Product design, UX research, Product Strategy, UX interaction, and design systems**. Experience collaborating with global stakeholders, solving complex problems, and delivering cutting-edge solutions for **B2B, SaaS and B2C**.

EXPERIENCE

Senior Product Designer, Kaluza (Energy retailers' platform) **Apr 2024 – Present**

- **Planned** and **conducted** user research to deeply understand customer needs and pain points
- **Designed** workshops to co-create solutions with cross-functional teams
- **Identified** high-friction backend processes and proposed automation for recurring issues.
- **Collaborated** with engineering and product teams to scope improvements to APIs.
- **Developed** a proposal for a centralised, searchable knowledge base of platform issues.

Lead Product Designer, Toffy AI (EdTech) **Jan 2024 – Apr 2024**

- Designed **interactive dashboards and AI-driven interfaces**, translating **complex behavioural data into actionable insights**.
- Developed a **scalable UI design system**, ensuring consistency across **web and mobile applications**.
- Conducted **usability research & A/B testing**, optimising product engagement and retention.
- Led **cross-functional collaboration** with **data scientists and engineers**, refining **predictive UX models**.

UX/Product Designer Consultant, Connectd (Start-up Platform) **July 2024 - Jan 2024**

- **Delivered high-impact UX recommendations**, driving **measurable improvements** in user satisfaction and engagement across startup platforms.
- **Designed and prototyped a virtual assistant interface**, effectively integrating advanced AI capabilities with **user-centered design principles**.
- **Established scalable design systems** for startups, enabling consistent and efficient iteration as they grow through Series A and beyond.

Senior UX Designer, Reply inc (Agency) **Nov 2021 - July 2024**

- Led UX research for **AI-powered financial applications**, enhancing usability and data comprehension.
- Designed **communication tools and data visualisations**, simplifying complex analytics for enterprise users.
- Built and maintained **scalable UI components and design systems**, improving consistency.
- Collaborated closely with **engineers, product managers, and data teams** to optimise UX.

Senior UX Designer, Contractor **Apr 2021 - Nov 2021**

- **Define requirements**, opportunities for digital conversion of businesses. Initiate **agile methodologies** into current practices.
- Advise companies on good practice KPI for processes including **CX, User flows and sitemaps**. Created high level **wireframes** and **prototypes**.

Senior Product Designer, Fido (Telecom.)

Oct 2020 - Mar 2021

- Partnered with other product designers for **user research**, designing **customer journeys maps, wireframes** and **prototypes**, implemented **accessibility standards** (WCAG).

Digital Conversion Consultant, Contractor

Nov 2019 - Oct 2020

- Created Architecture, **sitemap** and **Customer Journeys** leveraging on customer **user research** for optimal digital integration.
- Created processes **design system** and **guidelines, standards, risk matrix, customer flows, wireframes** and **prototypes** for businesses.

UX Business Analyst, Clifford Chance applied Solution (Lawtech)

Jul 2019 - Nov 2020

- Developed high level **personas** and key **user journeys**, conducted **co-creation workshops**, developed designs, **wireframes** and tested **prototypes** solutions using a risk-based approach.
- Created a **Continuous Obligations** and a **Debt Capital Market** desktop applications based on client feedbacks, usage statistics and other data points.

UX/ Human factor Engineer, CAE (Aeronautics)

Apr 2018 - Apr 2019

- Defined operation concepts and user experience of several software applications, such as flight simulators, medical simulators, and engineering tools for mobile, desktop, embedded, and AR/VR. Produced Hi-fi Wireframes and Prototypes. Worked closely with front-end developers.

EDUCATION

Certificate, Human Factors in AI

Duke University, USA

Jun 2023

Certificate, Oxford Artificial Intelligence Programme

Saïd Business School, University of Oxford

Jun 2019

Certificate in Advanced Web and Interaction Design

University of California (UCLA), USA

Dec 2014

Certificate, Design Communication Arts

University of California (UCLA), USA

May 2010

Master Studies, Ergonomics

École Polytechnique, Canada

May 2006

Bachelor, Industrial Engineering

École Polytechnique, Canada

May 2003

SKILLS

UX/UI & Product Design, Wireframing, Prototyping, User Flows, Interaction Design, UX Research, Usability Testing, A/B Testing, Heatmaps, Behavioural Insights, CX Optimisation, Data-Driven UX, User Research, Data Analytics for UX, Dashboard UX, WCAG Compliance, Usability Testing, UX Guidelines, Conversational UX, NLP, Large Language Models (LLMs), Prompt Engineering, AI-Powered UX Design, Generative AI for UX, Design Systems, Scalable UI Components, Atomic Design, Tokenisation, UI Architecture, Storybook, Pattern Libraries, Prototyping, Interaction Design, UX Strategy, Roadmap Planning, Agile & Lean UX, Cross-Functional Collaboration, Team Leadership, Mentoring, B2B, B2C, SaaS, Figma, Adobe XD, Sketch, Zeplin, Axure RP, InVision, Miro, Storybook, Hotjar, Maze, Google Analytics, Tableau, OpenAI API, MidJourney, ChatGPT, DALL-E, JIRA, GitHub, Confluence, HTML, CSS