

Nathan Griffith

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UX/UI Designer

UX/UI Designer, with six years in customer experience and technical design, mostly in sales, solar, and retail. Skilled in user research, usability testing, and Figma prototyping with a proven ability to identify friction, simplify complex processes, and design systems that reduce error and improve clarity. Committed to creating purposeful, user-centered experiences that support high-stakes decision-making and drive meaningful outcomes.

Skills & Tools

User Research | Wireframing | Prototyping | Usability Testing | UI Design | Information Architecture | Design Thinking | User Personas | User Flows | Color Theory | Visual Communication | Gamification Design | Figma | User-Centered Design | Interaction Design | Stitch | Loveable | Claude | Ethical AI & Responsible Use | AI Tool Proficiency

Projects

Kindred App

A mobile app designed for autism-focused foundations and nonprofits to streamline local outreach, manage donations, promote community events, and connect users with publications and resources.

- Conducted end-to-end UX research including user interviews and persona development to define core user needs and pain points, informing a design strategy centered on meaningful, everyday connection.
- Designed complete user flows and wireframes in Figma, iterating from low- to high-fidelity prototypes to validate interactions and refine the overall experience.
- Delivered a polished, interactive high-fidelity prototype encompassing onboarding, core feature flows, and a cohesive visual design system including typography, color, and component library.
- Applied usability testing feedback across multiple design iterations to improve clarity, reduce friction, and ensure the experience aligned with user mental models.

Eventually: Task Management App

A mobile productivity app designed for long-term user engagement, solving the common drop-off problem in to-do applications through gamification.

- Identified user drop-off as the central design challenge through research, leading to a gamification strategy that turns task completion into a visually rewarding, motivating experience.
- Designed a visual progress-tracking system allowing users to see completion rates across individual lists, increasing user investment and sense of accomplishment over time.
- Delivered full UI design in Figma covering onboarding, task creation, list management, progress visualization, and settings, maintaining visual consistency throughout.
- Applied color theory and component-based design principles to create a vibrant, accessible interface that balances playfulness with usability.

Blog Platform Wireframes

A responsive web design project focused on information architecture, content hierarchy, and intuitive navigation for a blog platform.

- Developed low- and high-fidelity wireframes in Figma, establishing a clear information architecture that prioritizes content discoverability and ease of navigation.
- Applied UX research principles and visual hierarchy best practices to produce a clean, user-centered layout optimized for reading engagement.
- Designed responsive layouts addressing both desktop and mobile breakpoints, ensuring a consistent experience across device sizes.
- Iterated on wireframe designs based on peer feedback, refining typography, spacing, and component placement to improve overall readability and flow.

Professional Experience

Customer Service Supervisor, RC Willey, Draper, UT 10/24 – Present

Led and supervised a team of 6–10 associates daily, managing scheduling, performance, and escalated customer situations, building practical skills in communication, empathy, and problem-solving that translate directly into user-centered design thinking.

Guided customers through complex financing applications and purchase decisions, developing an ability to translate dense information into clear, accessible language, a skill that applies directly to UX writing and interaction design.

Streamlined customer-facing processes for purchases, orders, and returns, consistently identifying friction points in the experience and implementing solutions to improve customer satisfaction.

PV Designer, Blue Raven Solar, Orem, UT 04/23 – 10/24

Designed solar installation layouts using Aurora 3D modeling software, balancing technical constraints, structural requirements, and aesthetic considerations to produce optimized, customer-ready design proposals.

Translated complex technical specifications into clear, visually compelling customer-facing proposals and financing solutions, strengthening skills in visual communication and user-focused presentation.

Collaborated cross-functionally with installation teams, project managers, and financial advisors to align design decisions with both user needs and business outcomes, completing 100+ projects.

Sales Associate, The Men's Wearhouse, Orem, UT 09/21 – 12/22

Created tailored, personalized styling experiences for customers by applying in-depth product knowledge to design unique customer journeys, honing skills in user empathy and needs-based problem solving.

Performed with efficiency and focus in a high-pressure, high-volume retail environment, consistently delivering quality service while balancing multiple customer needs simultaneously.

Communicated professionally with guests, staff, and management to coordinate seamless, satisfying customer experiences, reinforcing interpersonal and cross-functional communication skills.

Education

UX/UI Design Certificate, TripleTen 2026

General Education Studies, Utah Valley University, Orem, UT 2020 – 2022