CV

Name Chris Constandse

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Portfolio http://constandse.design

Work & Career

Lead Product Designer at Runyon Design (Freelance) July 2022 - Current
For Runyon Design, a New York City based product studio, I've been hired to lead the design process on a high-visibility, Fortune 500 financial services company and a successful venture incubation in the insurance space.

Principal Product Designer at Adidas (Freelance) March 2022 - July 2022
For Adidas, I'm leading design in the Department of Consumer Services. I'm responsible for maturing the design vertical as well as delivering upon UX and UI deliverables to improve the overall experience of our Agents.

Principal Product Designer at Runyon Design (Freelance) June 2021 - January 2022
For Runyon Design, a New York City based product studio, I've been hired to lead the design process and delivery on a high-visibility, Fortune 500 financial services company.

Senior UX / UI Designer at Accell Group (Freelance) January 2021 - June 2021
At the Accell Group, the European market leader in e-bikes and well-known for brands like Batavus, Sparta, and Raleigh, I've been responsible for delivering strong UI designs, optimising design and development collaborations, and making specific UX decisions.

Senior UX / UI designer at ABN AMRO (Freelance) February 2020 - January 2021
At ABN AMRO and within the team of Consumer Credits, I was responsible for the UX / UI design work of multiple customer and advisor-facing products. I also managed internal and external stakeholder communications related to my discipline.

International UX Consultant at Backbase International (Freelance) October 2018 - September 2019
A leading bank in the Middle-East, Bank ABC, set the goal to launch the first mobile-only banking app in the Middle-East. I was hired by Backbase to take the lead design position during the MVP delivery of this project.

Best Digital Banking experience 2020 by Seamless Awards

Head of Design at inzpire.me July 2017 - July 2018
In the fast-paced Norwegian start-up environment of inzpire.me, I was responsible for everything related to design and the user experience. My (leadership) work mainly focussed on roadmaps, strategy, and UX & UI design work.

Senior UX designer / Design lead at Nextail (Blokker Holding) June 2016 - July 2017
At Nextail, I was responsible for the new UX and UI designs of Blokker Holding's most prominent brands: Blokker, Intertoys, Xenos, and more. Besides the design work, the role consisted of stakeholder management.

Medior UX UI Designer / Front-end Developer at Toomba February 2015 - June 2016
At Toomba, my main responsibility was creating strong UX & UI designs for its clients and communicating these accordingly. I was also responsible for translating these designs into HTML & CSS.

Junior UX UI Designer / Front-end Developer at Booking.com February 2012 - February 2015
At Booking.com, I worked on the web design implementations for such partners as EasyJet, Ryanair, and Transavia. This involved rationalising design decisions to high-level stakeholders and applying design decisions to the integrations on their parent sites.

Study & Programs

University of Oxford - Critical Reasoning April 2021 - July 2021
Critical Reasoning is focussed on learning how to recognise, evaluate, construct and analyse arguments. This program equiped me with the skills and techiques to present a good case to others, and to distinguish a good argument from a bad one.

Harvard Business School - Disruptive Strategy January 2021 - March 2021
Disruptive Strategy is focussed on making innovation a reality. This program equipped me with the skills and techniques to develop executive-level strategy, organize for innovation, and ensure customer jobs are seen through.

University of Amsterdam - Interactive Media July 2006 - July 2011
During the study of Interactive Media, I learned how to create products for end users, from idea generation and conceptual thinking to visual designs and working prototypes.

Achievements & Networks

Published article at Toptal Design Blog (+50,000 subscribers) April 2019
My article on the topic of personalization in design and its emotional impact on users has been published on the industry-leading blog Toptal: https://www.toptal.com/designers/ux/design-and-emotion.

Published article at UX Collective (+200,000 subscribers) October 2018
My article on the topic of artificial intelligence and its impact on the digital industry has been published on the largest UX blog at Medium: https://uxdesign.cc/how-ai-driven-website-builders-will-change-the-digital-landscape-a5535c17bbe.

Accepted to Invision's Design Leadership Forum May 2018
An exclusive network of the top 2500 design leaders in the world. The Forum's mission is to advance the practice of design leadership by fostering a community where the world's best can learn from one another.

Accepted to the exclusive Toptal network June 2017
Everyone at Toptal is a senior designer or developer. There are Toptalers from MIT, CERN, and Google. Of the thousands of applications Toptal sees each month, typically less than 3% are accepted.

Talks & Discussions

Talk on Service Design in Fintech, presented at Tech Circus July 2019
At a conference of 100+ professionals, Mark Wittkampf and I presented our take on service design in the fintech industry. We managed to inspire our audience through improved theories and practical examples.

Panel discussion on Communicating Design, presented at Tech Circus November 2020
In a panel discussion with three senior professionals, we discussed how to communicate design. Among others, we discussed about the importance of storytelling and knowing your stakeholders for an audience of 60+ professionals.

Passion & Projects

Design Mentor at www.trydesignlab.com August 2015 - August 2017
In my role as a design mentor, I intensively guided students for 6-week periods and taught them everything about design. This included everything from UX and wireframing to a final visual design and working prototypes.

100x Design at www.100xdesign.com August 2015 - March 2016
A 100-day design challenge. Creating visuals designs with the goal to become a better designer; high intensity creates digital happiness. Challenging every day, but intensely rewarding in the end.

100x Photo at www.100xphoto.com August 2016 - February 2017
A 100-day photo challenge. Challenging the eye to look for the unseen, all within the borders of the urban city. Relearning to see makes us enjoy the beauty surrounding us.

100x Character at www.100xcharacter.com June 2017 - April 2018
A 100-day character challenge. Analysing the beauty of a 100 different languages, scripts, and alphabets to discover the aesthetical beauty of communicative shape.

References & Recommendations

Mark Wittkampf, Chapter lead Design at Backbase
"Chris worked in my team for one year at Backbase, where I've gotten to know him as a curious and energetic professional. With a true drive to move forward he was able to lead senior stakeholders and his project team. I've experienced first hand that he is very capable in articulating his UX decisions clear and convincing. With a strong sense of ownership he made sure the team could count on him. Chris is passionate about UX and you can be sure that he brings great questions, smart ideas and new insights to the table. He is a real team player and shared his experiences, learnings and insights with me and the design team. We've done a number of great things together in one year, including giving a talk about Service Design at UX Crunch Amsterdam.
Chris is an excellent addition to any team and a great person to work with."

Wouter Brackel, UX manager at Accell Group
"In the 6 months that Chris worked for our design team at Accell, I have gotten to know him as a very positive, energetic person who is able to play a crucial, central role in any team by building strong relationships in a short time. He is a great, multi-skilled UX designer with knowledge of both design & development and has some very important traits that other designers sometimes might lack; knowing how to motivate and guide your stakeholders, product owners and team members through clear communication, explanation and presentation. He is not scared to speak up and suggest improvements when he observes inefficiencies in the processes and collaboration within the team, something essential to becoming better. If you are looking for someone that takes full ownership and is able to bring your project to the next level, I would highly recommend Chris."

Paul Arnould, Head of Sales at inzpire.me
"Chris is one of those rare professionals who naturally acts as an inspiring colleague, a specialist and a strategic leader altogether. During his time at inzpire.me, Chris' professionalism, open-mindedness, positivity and strong interpersonal skills translated into his ability to motivate/care about his colleagues and projects' success on a daily basis. Highly educated in the subject of design, he's also been a pleasure to work with from a sales perspective, as inzpire.me was extraordinarily impactful because of Chris' talent. Chris was also critical to ensuring that our positioning and messaging won the day thanks to his strategic thinking and ability to act as a bridge between our clients, the product and business teams. I would highly recommend Chris to any company that is looking for an expert and a great co-worker."

Letter of Recommendation   New York, March 2, 2023

To Whom It May Concern:

I partnered with Chris Constandse to incubate an insurance venture from late 2022 to early 2023. I was the venture incubation lead and Chris led UX concept development and design. Chris is a brilliant designer, an exceptional collaborator, and a versatile flexible problem solver, all of which make him a covetable teammate and design collaborator.

Chris is able to work with minimal instruction, as his bias towards action, tangibility, and clarity help him navigate ambiguity. He was able to experiment rapidly and at low fidelity with low preciousness when the team is stuck. At the same time that he took the lead with the vision of the product we were building, driving work forward on his own, he was simultaneously able to socialize ideas and solicit feedback from users, team members, and stakeholders alike. It resulted in incredibly well socialized designs that generated excitement even before they were complete.

At the same time, Chris is able to turn on his natural inclination towards pixel perfect design when the context calls for it. He raised our standards for every final deliverable, and he brings a combination of speed and polish that is rare. He frequently inspired our team with breathtaking design.

Chris has incredible breadth of capabilities. His natural curiosity helped us understand competitors in great detail, and made our business analysis exceptionally rigorous. His brain thrives on systemic problem solving, and he helped us create an elegant, clear picture of a complex, multi-user ecosystem, with a focused synthesis on which user needs mattered most for product design. He was the emotional and personal glue of the team, and brought the best out of other teammates.

I'm itching to find another excuse to collaborate with Chris again soon, and any teammate or client would be lucky to have him on their team.

Best Regards,

Mathew Chow

Previously Senior Project Lead, Runyon Design + Venture Studio

Vice President Strategic Innovation, Link Logistics

Principal, Chat Mow Studio

Letter of Recommendation   **New York, January 31, 2022**

Dear Reader,

I am writing this letter of recommendation for Chris Constandse, a talented product designer, storyteller, and leader who I have had the distinct pleasure of working with over the past year. Chris worked with my team on a project to define an innovative, new product with high-visibility for a Fortune 500 client. During our work together Chris continually displayed a principal level of seniority, leadership, and strategic thinking.

The initiative we worked together on was equal parts new product development as organizational change. Chris led the charge on UX product design but more importantly he constantly stepped above and beyond his role. He undertook an initiative that, while out of scope of the project, was essential to its success in the development and governance of a design system. Chris' efforts united the product across divergent stakeholders and was an important step to embedding a customer-centric and design-lead process in a company that had historically been business-centric.

At the same time, Chris is able to turn on his natural inclination towards pixel perfect design when the context calls for it. He raised our standards for every final deliverable, and he brings a combination of speed and polish that is rare. He frequently inspired our team with breathtaking design.

Chris' ability to think strategically, rationalize design decisions while inspiring and motivating action amongst internal team members and external stakeholders speaks to his level of craftsmanship and drive towards action and implementation. From requesting feedback to being an able and open provider of feedback that helps his team member (and leaders) grow, Chris consistently stands out as someone who I would not only work with again, but whose advice and perspective I know I will reach out to in the future.

If you are considering Chris as a candidate, whether for a role in design that he is incredibly qualified for, or simply a role for which he is passionate about exploring - you have found an excellent candidate.

Sincerely my best, and please feel free to contact me for any questions.

Erin Hersey

Head of Design Research, Runyon Design + Venture Studio

Founder + Workplace Anthropologist, Radical Leverage

Processor and Adjunct Faculty, MSSDM at The New School