

Megan Hamilton

User experience designer

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Recent work experience

Atlassian (Confluence) | Oct 2021 - present

Senior product designer, Page Create | Sept 2023 - present

- Designed a new MVP experience that led to a statistically significant increase in page element usage, and led planning for future improvements.
- Navigated multiple sources of feedback to modernize design of 20+ year old parts of Confluence that are used by 1,000+ of customers, in line with latest design patterns and accessibility standards, in service of meeting user's expectations and making creation more powerful and flexible.

Design manager, Integrations + Ecosystem | Nov 2022 - Sept 2023

- Helped hire and onboarded a team from scratch to manage 3 product designers and 1 content designer, spanning 2 multifaceted domains and 4 engineering teams.
- Gave design team ongoing direction and guidance, enabling the team to ship experiences that unblocked 1 key app migration blocker and created 2 new strategic integrations across Atlassian products.

Senior product designer, Ecosystem | Oct 2021 - Nov 2022

- Dove into highly ambiguous terrain to make sense of 50+ existing places in Confluence where third party apps can exist, and advocated for simplifying and improving the solution in service of the Confluence vision and end user experience, to leadership.
- Made sense of vague product requirements via synthesis, research and iterative concepting, and spearheaded design work for an MVP solution to unblock 10+ Atlassian Marketplace app makers to build essential apps for Cloud customers.
- Coached and managed an intern to successfully complete an end-to-end project resulting in a new important admin feature in 2.5 months, including conducting qualitative research.

Design strategy lead, Capital One | Aug 2019 - Oct 2021

- Grounded the credit limit increase program (impacting 1MM+ customers) in new qualitative research and socialized a customer experience vision along with a near-term testing plan, designed to lower customer complaints.
- Coached a team of 2 designers to solve for a variety of user experience projects in a compelling, cohesive way, spanning multiple touchpoints.
- Mapped a complex late payment current state and future state journey across 10+ touchpoints and 5+ user archetypes, successfully communicated key opportunities and a vision to stakeholders, resulting in investment in improving customer communications along the late payment experience.

Education

M.S. Human - Computer Interaction (HCI), Georgia Institute of Technology
GPA 4.0

B.S. Materials Science and Engineering, University of Florida
GPA 3.9 | Minor in Spanish, Linguistics focus

Skills and expertise

Design thinking + design strategy

Stakeholder mapping

Journey mapping

Service blueprinting

Workshop facilitation

Synthesis

Problem framing

Creating design principles

Ideation

Interaction design

Wireframing

Mockups

Prototyping

Visual design

Designing for accessibility

Research + analysis

Research planning

Interviewing

Survey design

Usability testing (in person and remote)

Card sorts

Focus groups

Heuristic evaluation

Affinity mapping

Management

Delegation

Giving feedback

Team leadership

Coaching

Hiring

Scoping design work

Tools

Figma and FigJam

Dovetail

Mural

Languages

Spanish (fluent)

Cantonese (conversational)