

Chris Heckman

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Michigan/Remote

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SUMMARY

Senior Product Designer with 10+ years of experience designing large-scale, user-centered web and mobile experiences. Skilled in research, prototyping, and visual design, with a strong foundation in accessibility and responsive UI. Experienced in cross-functional collaboration, stakeholder alignment, and design systems. Brings a thoughtful, iterative approach to solving complex problems in regulated environments.

EXPERIENCE

Altarum | 2023 – 2025

Product Designer

- Designed a public-health-focused, cloud-based SaaS platform used by local government partners to manage services and reporting.
- Led UX efforts across a data-heavy healthcare SaaS product, aligning design decisions with user needs, business priorities, and regulatory standards.
- Worked closely with product and engineering teams to clarify user needs, prioritize features, and guide delivery from idea to release.
- Created and maintained a design system that supported consistent, accessible UI patterns that reduced development overhead.
- Contributed to planning and feedback cycles, presenting work to stakeholders and applying feedback across iterations.
- Used interviews, usability testing, and analytics to inform design direction and support improvements to workflows and interface clarity.
- Delivered high-fidelity designs with clear specs and guidance, collaborating with developers through QA and release.

Lovingly | 2022 – 2023

Product Designer

- Designed responsive e-commerce experiences for a nationwide florist network, focusing on clarity, usability, and mobile performance.
- Designed key parts of the customer journey across mobile and desktop, including product pages, cart, and checkout flows.
- Used A/B testing, analytics, and behavior tracking tools to identify drop-off points and refine high-impact areas of the user journey.
- Updated the design system to support new features and improve mobile usability across shared components.
- Partnered with product managers and engineers to scope features, align priorities, and translate loosely defined needs into practical designs.
- Used research and feedback to shape direction, making tradeoffs based on user needs, technical constraints, and business priorities in a fast-moving environment.

Kubica Corp | 2021

UI/UX Designer

- Created a reusable design system for engineers to apply across multiple manufacturing tools.
- Delivered clear, functional UI for internal tools used in manufacturing, automation, and control systems.
- Ensured consistent patterns and efficient implementation across tools by documenting system logic and specifications.

Entertainment | 2013 – 2021

Product Designer

- Designed responsive mobile and web experiences for a consumer-facing subscription platform, with a focus on internal tools and scalable UI across platforms.
- Designed customer-facing e-commerce experiences with a focus on mobile usability, visual design, and conversion.
- Created tools and features used by the marketing team, business clients, account managers, and support staff.
- Worked closely with product and marketing teams to align designs with goals, messaging, and user needs.
- Co-created and evolved a scalable design system used across mobile and web platforms.
- Contributed to prototyping, testing, and QA during development cycles to support product quality.

TOOLS & SKILLS

Figma, Adobe Creative Cloud, Jira, Confluence, VWO, Hotjar, Google Analytics, Lucidchart, Design systems, research, prototyping, accessibility, responsive design, usability testing, regulated environments, stakeholder collaboration

EDUCATION

Bachelor of Science, Visual Design and Web Media, Ferris State University