

# Christene Fair

Senior Product Designer | Adjunct Professor

christene.fair@gmail.com

+1 512 554 6658

[LinkedIn](#) | [Portfolio](#)

Senior product designer with 8+ years turning ambiguous problems into shipped products, including 0-to-1 internal and B2B platforms and user-facing AI experiences. Leads discovery directly with users, shapes workflows and product direction with small cross-functional teams, and makes emerging technology understandable and trustworthy.

## CORE CAPABILITIES

- **0-to-1 product design:** Lead discovery, define workflows and requirements, prototype solutions, and iterate with users from early concept through launch and growth.
- **AI product experiences:** Make AI-generated findings legible and credible, with clear context that helps users make informed decisions.
- **Customer-led product strategy:** Build ongoing relationships with users and stakeholders to identify unmet needs, test solutions, and prioritize roadmaps.
- **Design systems and craft:** Create reusable foundations and cohesive visual and interaction patterns across products, teams, and business lines.

## PROFESSIONAL EXPERIENCE

### OPENLANE | Product Designer | August 2021–Present

- Led discovery and 0-to-1 design of a deal-working platform with a product partner, translating rep workflows into shared deal-progress tracking and follow-up ownership. Iterated through regular meetings and a dedicated Slack feedback channel; expanded the platform to support discount requests. Mobile release planned for Q4 2026.
- Designed cohesive dealer-facing experiences across Openlane Intelligence: Engine Analysis flags anomalous engine audio in inspection reports, Code Boost surfaces potential repairs from BlueDriver scans, and Predictive Pricing uses historical prices to inform bidding decisions. Partnered with marketing on a unified visual treatment that helps dealers understand and trust the features and later informed work across other business lines.
- Designed auction functionality supporting West Coast dealership onboarding that grew auction conversion from 15% to 40% in six months; gathered in-person feedback at local dealerships on new releases, including mobile auction.
- Designed a financial ledger experience that improved transparency for dealers and reduced finance-related support cases by 20% in one quarter. Partnered with product, engineering, sales, and business stakeholders across dealer-facing and internal workflows.

### coUrbanize | Product Designer & Product Strategist | April 2020–April 2021

- Co-defined the 0-to-1 MVP for a project-management platform for real estate developers with a product leader and an advisory board of developers, architects, and builders.
- Created a design system that helped engineering ship and extend the product more efficiently; met with early customers to gather feedback and prioritize the product backlog.

### SYRG (now HourWork) | Product Designer & Product Strategist | September 2019–March 2020

- Founded the design function and built its design system and component library to support faster, more consistent product iteration; advised founders on product strategy, research, and prioritization.

### Earlier Experience

Lovepop | Design Strategy Consultant | 2019 — Refreshed a design system and UI kit and shipped weekly improvements within a Shopify-integrated product.

CVS | UX Design Lead | 2018–2019 — Designed iOS, Android, and web experiences, coordinated business stakeholders, and mentored design teammates.

## TEACHING & COMMUNITY

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- **Northeastern University | Adjunct Professor | August 2019–Present:** Teach mobile interface design, human-computer interaction, and AI prototyping for usability testing.
- **UX community:** 7+ years of mentoring and speaking; volunteer at multiple UXPA events each year and helped plan an international Ladies That UX conference in 2018.

## EDUCATION

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- M.A., Digital Media Design, Harvard University Extension School
- B.A., English, Schreiner University

## TOOLS

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Figma, Claude, ChatGPT, VS Code, AI-assisted design and prototyping, Linear, Shortcut, Notion, Loom, Contentsquare