

Matt Castillo

Product design leader based in Brooklyn, NY

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Work Experience

Director of Product Design, Kandji

FEB 2023–FEB 2024

- Oversaw all design and research efforts, generating \$40M in product business value in 2023
- Managed design and research team of 8 (ICs and managers), with coaching, continuous feedback, and professional development
- Partnered with product and engineering leaders in prioritization, product strategy, and cross-functional collaboration/processes
- Led hiring, operations, and processes for design and research, growing team by 100% YoY

Principal Product Designer, Kandji

AUG 2022–FEB 2023

- Led design across multiple product areas, delivering features for the end-user experience, compliance, and device lifecycle
- Managed 3 designers as a player-coach, providing ongoing feedback and mentorship

Staff Product Designer, Kandji

OCT 2021–AUG 2022

- Led design for end-user experience, delivering improvements to 7 apps across Apple platforms

Lead Product Designer, Shippo

NOV 2019–SEP 2021

- Led design for the merchant experience, shipping features like automation rules and improvements to the core fulfillment flow
- Managed 2 designers as a player-coach, providing ongoing feedback and mentorship

Product Designer, Lyft

SEP 2018–OCT 2019

- Delivered safety and insurance features including speed prevention UI and accident reporting flows

Product Designer, agencies and early-stage startups

2012–2018

- Began my career designing apps and websites at Popular Pays, Yello, Digital Kitchen, and Funsized

Summary

I'm a product design leader with 12 years of experience solving business needs with user-centric outcomes. As a people manager, my approach consists of day-to-day coaching, career development, and creating healthy team environments. As an R&D org leader, I partner with peers in product and engineering to build strategic alignment and drive operational excellence, while advocating for user experience.

Skills

Leadership: People management • Product strategy • Roadmap planning • Vision-setting • User advocacy • Product development lifecycle • Agile methodologies • Operations and tooling • Workshop facilitation

Product Design: UI design • UX design • Lo-fi prototypes • Figma • FigJam • Wireframes • User story mapping • Design systems • Vision-types

UX Research: Generative research • Evaluative research • Rapid user testing • User personas • Research synthesis

Education

Texas State University

2010–2014

BFA in Communication Design

Thinkful

2020–2021

Full-stack web development bootcamp

