



Chris Nappi


Design Lead @ Think Company

Product design leader with a knack for bringing order to complex, high-stakes enterprise products.

I stabilize messy processes, lead teams, build scalable systems, strengthen cross-functional collaboration, and stay close enough to the craft to contribute hands-on UX when needed.

My superpower is mastering emerging technologies, from Figma to AI, and transforming them into practical workflows that help teams move faster without losing sight of the user.

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Think Company

Design Lead | 2025–Present

Principal Experience Designer | 2022–2024

Senior Experience Designer | 2020–2022

Experience Designer | 2018–2020

Design Leadership & Consulting

- Served as the Design Lead for Meevo’s multi-phase product redesign, guiding UX strategy, design execution, team operations, and cross-functional alignment across a \$1.6M+ engagement.
- Managed and mentored 3–5 designers, setting quality standards, leading critiques, strengthening collaboration, and helping the team grow from proof-of-concept work into a sustained product design operation.
- Led design strategy under high-stakes conditions for Comcast’s in-house point-of-sale system, stepping into a leadership gap and helping keep a business-critical product on track for delivery.
- Built trusted relationships with product, engineering, and executive stakeholders across enterprise clients, helping teams make clearer decisions in ambiguous, high-pressure environments.

Enterprise Product & Systems Design

- Designed complex enterprise workflows across telecom, pharma, e-commerce, retail, and SaaS platforms, including network management, secure content portals, mobile account management, point-of-sale, appointment scheduling, and online booking.
- Led and contributed to multiple design systems, including Comcast Business, Merck Vivid360, Comcast Celestial, and Meevo, establishing reusable components, governance models, documentation standards, and scalable Figma libraries.
- Used analytics, research insights, business context, and operational constraints to prioritize design effort across high-volume workflows and avoid over-investing in low-impact features.

Skills

AI-Assisted Design Workflows

Emerging Technology Adoption

Design Operations

Product Design Strategy

Enterprise UX

Design Systems

Information Architecture

Interaction Design

Visual Design

UX Research & Testing

Accessibility

Cross-Functional Leadership

Mentorship & Education

Tools

Figma Product Suite

AI Design & Dev Tools

GitHub

Storybook

Jira

Aha!

ClickUp

Notion

Airtable

Framer

Adobe Creative Suite

Education

BFA Graphic Design —
Arcadia University

Think Company (cont'd)

Design Operations, Tools & Process Transformation

- Established an AI-assisted design operations framework using a shared GitHub repository, enabling agentic AI workflows for UX strategy, ticket elaboration, design system documentation, deliverable annotation, functional prototyping, and research synthesis.
- Led adoption of emerging design tools and workflows, mastering new technologies early and translating them into scalable processes, documentation, and team training.
- Spearheaded Figma adoption and process standardization across Comcast Business, Merck, Newell Brands, The Philadelphia Inquirer, and Meevo, improving collaboration, handoff, file management, and design system scalability.
- Guided Newell Brands through a Sketch-to-Figma migration for a 300+ brand e-commerce ecosystem, training designers, establishing file structures, and helping build a scalable white-label design system.

Drexel University

Adjunct Professor of Interactive Digital Media (IDM 215) |
September 2023 – Present

- Teach a 200-level UX course guiding 15–20 students through research, IA, wireframing, prototyping, usability testing, and final product storytelling.
- Redesigned course materials and in-class activities to better reflect modern UX practice, team-based product work, and industry expectations.

The Philadelphia Inquirer

Product Design Lead | 2022–2023

- Led the design team's transition from Sketch to Figma, rebuilding the Figma org, file structure, and end-to-end UX process within six months.
- Established the company's first design system using a federated, atomic model across foundations, components, and web/native mobile patterns.
- Mentored a cross-functional design team, introduced governance rituals, and improved collaboration across UX, brand, marketing, product, and engineering.