

Christopher Costes

Designer

Christophercostes@gmail.com
[Portfolio Site](#) | [LinkedIn](#)
Brooklyn, NY

Looking to explore the magick of design by elevating the invisible.

Experience

Senior Service Designer / JP Morgan & Chase

Jun. 2021 - Current

Created scalable design strategies for internal, developer, and client experiences through collaboration and applied systems thinking

Outcomes:

- New tools for emergent experiences within customer service
- Created one interface connecting manual/digital services

Design Researcher / Stuart Candy & Situation Lab

Aug. 2019 - Feb 2021

Through interviews and research, proposed novel ways of sharing knowledge amongst design futurists and foresight communities.

Outcomes:

- Taxonomy for sorting the current landscape of Design Futures
- Prototype of online Design Futures library

Product Designer / Ontra

Nov. 2018 - Sept. 2019

Designed data-driven tools allowing clients to efficiently manage, track, and outsource large-volume legal tasks.

Outcomes:

- Rose customer efficiency by leveraged machine learning
- Expose new trends and inefficiencies through prototyping

Product Designer & Manager / The League

Dec. 2016 - Aug. 2018

Created product road maps, designed future/present states, and advanced products and services from initial research to final release.

Outcomes:

- Aligned users, developers, and CS to common metrics
- Improved app score from 2.8 to 4.2 and reduced drop-off by 34%

Product Designer / Compliance.ai

July 2015 - Dec. 2016

Designed and iterated experiences, data architecture, and MVP features through six months of feedback, research, and prototypes.

Outcomes:

- Leveraged user research to define and establish system solutions
- Led design for an enterprise product from concept to MVP

Education

Carnegie Mellon Univ.

MDes '22 - Interaction Design

MA '20 - Service Design

U.C. Berkeley

BA '13 - English Lit/Poli-Sci

Expertise

Digital Tools

HTML/CSS/Javascript

SQL/Postman

Sinatra/Heroku

Indesign/Illustrator

Figma/Framer/Miro

Sketch/Zeplin

After Effects/Principal

Physical Tools

3D Printing

Laser Cutting/CNC

Arduino/Unity/Fusion 360

Design Domains

Service Design

Design Strategy

Interaction Design

Design Futures

Product Management

Design Research

Conversation Design

Design Methods

User Testing/Interviews

Design workshops

Co-Design

Rapid Prototyping

Systems Thinking

Futuring/Visioning