David Randolph

Product Designer (UX/UI) · New York

SUMMARY

Product Designer with 8+ years of experience designing and shipping large-scale, user-centered software products. Currently at National Grid, building complex, high-stakes platforms used daily by operational teams. Strong product thinker with a computer science background, experienced partnering with Product, Engineering, and Research to make powerful technology intuitive, trustworthy, and scalable. Deeply curious about AI-first product design.

EXPERIENCE

National Grid — Product Designer

2023 – Present | New York

- Lead end-to-end design for complex, data-heavy platforms supporting field workers, supervisors, and leadership
- Partner with Product Managers, Engineers, and Researchers to define problems and ship new features from concept to launch
- Translate technical, regulatory, and operational constraints into clear, usable user flows and interfaces
- Design high-fidelity UI, interaction models, and prototypes aligned with enterprise design systems
- Conduct usability testing and synthesize feedback to continuously improve clarity, safety, and efficiency

NYC Office of Technology & Innovation (Contract) — Product Designer (UX/UI)

2023– 2023 | Brooklyn, New York

- Led user-centered research and journey mapping to design technology solutions supporting agency operations and citywide initiatives
- Partnered cross-functionally with stakeholders, engineers, and multiple city agencies to improve service accessibility and citizen experience
- Planned and conducted discovery research and usability testing to validate assumptions and inform design decisions
- Designed end-to-end user flows, wireframes, and high-fidelity interfaces for web-based government platforms
- Built interactive prototypes to explore concepts, align teams, and reduce development risk early in the process
- Championed innovation and usability across projects, balancing public-sector constraints with modern product design practices

UpWork — Product Designer (UX/UI) Freelance Work

2020 – 2023 | New York

- Designed and shipped user-facing web and mobile products across multiple industries
- Led discovery, wire framing, prototyping, with close collaboration with stakeholders and engineers
- Built interactive prototypes to validate ideas early and align teams
- Delivered polished, production-ready designs under tight timelines

Con Edison — Product Designer / Project Management

2016 – 2019 | New York

- Designed internal tools and workflows supporting large operational teams
- Translated complex system requirements into intuitive user flows and UI mockups
- Collaborated cross-functionally across design, engineering, research, and product

EDUCATION & CERTIFICATIONS

B.S. Computer Science — College of Staten Island (CUNY)

Google UX Design · Google Project Management · Google IT Support · Nelson Norman Group

CONTACT

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PROJECTS

druxdesign.com

LinkedIn

https://www.linkedin.com/in/
david-randolph-54901956/?
trk=public-profile-join-page

SKILLS

Product Design
End-to-end design UI / UX
Interaction Design
Prototyping (low-fi to high-fi)
Design systems
Cross-functional collaboration
Product strategy
Usability testing
Research synthesis
Large-scale software
Complex systems
AI-first products (curiosity)
Human-centered design
Accessibility & usability
Engineering partnership
Infinite Learner
AI Thinking

TOOLS

Figma, ChatGPT, Notebook LM
Perplexity, Claude, Figjam
Presentations, Chrome apps
Pages, Microsoft Teams &
Outlook, LinkedIn Learning,
UserTesting, Figma Libraries,
Jira, Keynote, Google
Slides, Powerpoint,

THINKING TOOLS

User Journey, Mental Models,
Systems Thinking, Design
Critique, Tradeoff analysis,
Storytelling, Personas