

Owen Mullings

Product Design Executive & Principal Designer

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Skills

Product Strategy Expertise

Lean Startup Methodologies
Design Sprint Facilitation
Innovation Consulting
Product Management

Product Design Expertise

Mobile & Web Design
Design Systems Design & Development
User Research & Usability Testing
Service Design
Visual Roadmaps & Prototyping

Product Delivery Expertise

Front end development
Release Planning
DevOps planning
Support
Analytics and Data Analysis
Customer Success
Marketing & Documentation
Community Management

Management Expertise

Team Charter & Goal Setting
Recruiting & Team Building
Performance Development
Coaching
Mentorship
Conflict Resolution
Change Management

Education

University of Guelph - School of Engineering

M.A.Sc. Systems Engineering & Computing
April 2009

B.Sc. Biomedical Engineering
April 2006

Notable Accomplishments

Startup Competition Wins

Startup Weekend
February 2013

Lean Startup Machine
October 2012

Patents

Methods and system for automatic task time estimation and scheduling
US20140278686 A1
Published: September 18, 2014

Systems and methods for providing learning learning modules for learning systems
US20120276516 A1
Published: November 1, 2012

Summary

My engineering background shapes how I approach design. I look beyond the interface to understand the people, processes, incentives, and technical constraints influencing an experience. That systems perspective helps me turn ambiguous challenges into clear models that business, product, design, and engineering teams can use together.

As a leader, I focus on creating clarity, developing people, strengthening cross-functional partnerships, and building practices that make quality sustainable. My goal is not simply to help teams produce better designs; it is to help organizations become better at designing.

National Bank - Independent Network



Head of Product Design and Research

Feb 2022 - Present

Head of Product Design and Research (Feb 2022 – Present). Built and led the product design and research function for Compass, a next-generation B2B2C wealth-management platform serving 400+ Canadian firms. Joined as the first designer and established a full design program inside a 60-person development and 30-person product organization, guiding the platform from vision through launch. Defined the product vision and experience strategy and presented the concept and roadmap to executive leadership, helping secure \$31M in four-year investment and the decision to bring development in-house. Grew and led a cross-functional team of four product designers and user researchers, structuring work into repeatable streams across strategy, discovery, delivery, UX engineering and CX validation, and aligned a dozen-plus internal and external delivery teams through a micro-frontend architecture, design system and coded visual roadmap. Extended the bank's design system across Angular, Figma and live prototypes, designing for multilingual content, WCAG 2.0 / AODA, white-labeling and multiple operating models, and established research, usability-testing and product-analytics practices across discovery, alpha and beta releases.

Lead Product Designer

Apr 2021 - Feb 2022

Joined Compass as its first product designer, establishing the initial product vision, research and prototyping practice, UX architecture, navigation model and design-system foundations. Translated complex wealth-management workflows into an integrated platform experience, created early prototypes and product models that aligned executives, customers and delivery teams, and partnered with architecture and engineering to define the micro-frontend platform and extensibility approach.

Scotiabank - Global Banking and Markets



Director of User Experience

Apr 2019 - Apr 2021

Promoted to lead UX for a capital-markets platform, shifting design from a downstream service into an integrated product-development function. Led and coached a multidisciplinary design team across discovery, UX architecture, delivery, design QA and production support; standardized discovery using Jobs to Be Done and translated customer-support signals into roadmap priorities; and formalized the design system and governance model as a shared delivery standard across teams.

Principal User Experience Specialist

Sep 2017 - Apr 2019

Led a three-person Lean-Agile UX practice supporting a 60+ person capital-markets modernization organization spanning business analysis, engineering and QA. Reframed fragmented, inconsistent workflows into end-to-end journeys and a coherent UX architecture, facilitated discovery workshops and Design Sprint-style prototyping and usability-validation cycles to align teams before development, and built a Vue.js visual roadmap and living component guide linking system-level direction to sprint planning and funding discussions.

Rangle.io



Senior Product Design Consultant.

Product Manager, Designer, Developer, Innovation Consultant

Apr 2015 - Sep 2017

Led discovery, product planning, experience design, front-end delivery and success validation across more than 12 client engagements. Created and scaled a repeatable product-design practice for a distributed team — Clarity Canvas discovery, story mapping, rapid prototyping, user research and design systems — while coaching designers and team leads and maintaining hands-on fluency in React, Angular, Node, GraphQL and continuous delivery.

valet - local services marketplace



Founder & C.E.O.

Product Management, Marketing, Sales, Engineering

May 2013 - Aug 2015

Founded a two-sided local-services marketplace after winning Lean Startup Machine and Startup Weekend competitions. Validated the customer problem, concept and business model through interviews, experiments and usability testing, then designed, developed and marketed a responsive marketplace with branded provider storefronts, growing it to 26 providers across four cities.

D2L Brightspace - formally the D2L Learning Environment



Product Designer

Product Designer, Product Owner

Apr 2009 - May 2013

Led product design, UX architecture and product ownership for D2L's flagship learning platform, used by 15M daily active users. Helped evolve a fragmented suite of applications into an integrated product experience, creating vision and interactive roadmap prototypes across curriculum, assessment and learner-progress workflows. Contributed to two U.S. patent publications and received the peer-nominated D2L Superstar Award.

Shoppers Drug Mart - Corporate Office



Strategic Procurement Analyst

Procurement Analyst, Business Analyst

Jun 2006 - Aug 2007

Contributed to \$3M in savings in under one year through strategic sourcing, negotiations and analysis of 100,000+ transaction records, and served as business analyst for the Lawson procurement system implementation from requirements through go-live.