



## Tom Medhurst

San Francisco  
Product Designer

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## About me

I'm a Product Designer who loves building things!

Currently, I'm working at Bugcrowd as Product Designer. Bugcrowd is a platform simplifying crowd-sourced security testing. Our clients include Atlassian, Intercom, InVision, Tesla, Pinterest, and Heroku, among others. Here I'm responsible for facilitating design workshops, fostering UX and design thinking, improving processes, running user testing, designing prototypes and conducting user research. This often manifests itself in wiki documents, personas, user journey maps, HTML prototypes and sketch files.

I love to work with passionate leaders, designers, and engineering teams to produce great solutions for human-centered design problems. I like to see projects from concept to completion, getting my hands dirty, talking with users, prototyping, crafting designs, and pushing code.

I have experience in digital agencies, startups, and corporate organisations (both private and public), working as the sole designer, contributing to cross functional teams and leading design teams. I have been fortunate to assist organizations in developing the design processes and product strategies; and I am most comfortable leading by example.

What do I bring to the table? I like to focus on interaction design, user experience, user research, and product design, ensuring we're building the right products with the right elements to make the business successful.



## Experience

### Product Designer • Bugcrowd • 2016 – Present

A platform facilitating crowd-sourced security testing (clients include Atlassian, Intercom, InVision, Tesla, Pinterest, and Heroku, among others). I work in small cross functional teams, focused on creative facilitation, user researcher and testing, and my key achievements to date have included:

- Releasing a design system, improving overall design, and engineering quality and consistency;
- Curating, executing, analyzing and distributing user research, including personas and journey maps, enabling us to prioritize features and make informed user-based business decisions; and
- Introducing UX metrics for products and features, improving learnings and interaction cycles.

### Senior Product Designer • Onthehouse Group • 2012 – 2016 (4 years)

A consumer property research portal for over 12 million properties in Australia, and B2B trust accounting and property management applications. I was responsible for projects in both core product areas, and my key achievements included:

- Introducing testing of design hypotheses through user engagement and research;
- Improving project time to market by working with engineering to create style guides;
- Leading and managing the creation of our reseller real estate agency website product;
- Designing a trust accounting and file management system; and
- Other projects included: mobile apps, marketing websites, branding and SaaS products.

### Interactive Designer • iFactory • 2010 – 2012 (2 years)

A multimedia digital agency. I was responsible for pitching and presenting to customers, designing across multiple mediums, and providing frontend development. My key achievements included:

- Increasing customer satisfaction by creating an onboarding and project management system, outlining a clear project workflow from design to engineering and delivery;
- Providing internal design mentoring and tutoring, inspiring a design culture; and
- Delivering projects such as shopping carts, touch-screens, system portals and custom branding.

### Previous work • Varied • 2008 – 2010 (2 years)

Including: Graphic Designer at Bark production, Freelance Designer & Developer, Chef at Blue Lotus.

## Education

### Queensland University of Technology, Australia

Bachelor of Creative Industries: Major in Communication Design; Minor in Animation.

## Skills

### UI Practices

Interaction Design  
Style Guides  
Wireframes  
Prototyping  
Hi Fidelity Designs

### UX Practices

Design Strategy  
User Testing  
Personas and Journey Maps  
Research and Validation  
User Interviews

### Tools

Sketch  
Adobe Creative Suite  
Axure  
After Effects  
HTML and CSS