Melissa Ness

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WORK EXPERIENCE

ChartHop | Early stage startup - B2B SaaS - HR platform

Lead Product Designer • Mar 2022 - Mar 2023
- Delivered end-to-end research & design for major initiatives including compensation planning and incremental navigation improvements consistently on time, under tight constraints, with shifting requirements.
- Compensation planning resulted in $2.3M ARR in the first year and cut implementation time by %50-67%.
- Navigation redesign achieved 34.5% avg time-to-task improvement for admins, 21% for employees/managers; NPS reached all-time high of 31 (+10 pts).
- Established cross-functional working groups (PM/Design, Eng, 15 CX SMEs, internal users) that became a durable R&D alignment model, reducing friction on every subsequent project.
- Unblocked adoption of a year old design system through a strategically chosen project. Design system adoption reduced time to implement significantly, $750K+ ARR from features built with the new system.

Senior Product Designer • Mar 2022 - Mar 2023
- Research & design for major initiatives including a new self-serve version of the platform (ChartHop Basic).
- As employee 38 and the first hire of the Design VP (formerly VP Design at Diligent Corp), onboarded and mentored incoming designers & UX researchers; built early foundations of design team process and ops that scaled as the team grew.

Melissa Ness Consulting | Notable client: Diligent Community (Enterprise - B2B SaaS - public & elected boards)

UX Lead (Contract) • Feb 2019 - Jan 2021
Drove the end-to-end (zero to one) design process from discovery through implementation. Extensive user research (interviews, prototype testing) kept product direction grounded in real user needs throughout.

RoomKeyPMS | Startup - B2B SaaS - Property Management System for hotel chains

UX Architect • May 2016 - May 2018
Introduced UX practice to a hotel Property Management System SaaS company with no prior UX function (desktop → responsive web); built atomic design framework, Material Design standards, UX research practice from scratch.

Vision Critical (now Alida) | Enterprise - B2B SaaS - community-centered research platform

Director, UX • Nov 2012 - Apr 2016
Grew and led the UX team while also still working as hands on designer on major initiatives; drove UX principles & standards, UI pattern library, atomic design, responsive design framework, and data-driven processes.

Senior Interaction Designer • Apr 2009 - Nov 2012

More employment history at linkedin.com/in/melissaness

SKILLS & TOOLS

Skills: Cross-functional alignment, Design systems & standards, Mentorship & team leadership, Product & interaction design, UX research (generative & evaluative)

Tools: Figma, HTML/CSS, Standards, Storybook / Chromatic