



Andrea Vollendorf

Staff Product Designer

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Experience

Proof

2025 – Present

Remote

Director of Product Design (Player/Coach)

Design lead for a legal tech platform serving thousands of law firms. Set design strategy and direction while staying hands-on in craft, partnering closely with Product and Engineering to ship complex, compliance-heavy workflows at scale

- Led company's largest product initiative, redesigning the client experience to reduce support volume 25% by shifting strategy from "better messaging" to "proactive transparency" based on user research
- Designed compliance infrastructure encoding 810 state/service-type legal requirements into systematic rules engine, eliminating manual checks and creating foundation for affidavit automation
- Established design systems strategy (Atlas web, Compass mobile) enabling 40% faster feature development through systematic component libraries, design tokens, and collective ownership model

2023 – 2025

Principal Product Designer

Owned end-to-end product design for legal document workflows, from strategic research that redirected the product roadmap to shipping features with measurable quality and efficiency impact.

- Shipped operational improvements reducing affidavit error rates 37% through structured collaboration workflows between ops teams and process servers
- Designed AI-powered job creation tool, calibrating automation confidence thresholds and human-in-the-loop review to achieve 87% acceptance rate and 95% accuracy - savings clients 10 minutes per job
- Led strategic research that redirected product roadmap - identified clients needed transparency over messaging, shifting entire product direction

Education

Systematic Interface Design

Intensive program focused on systematic design processes, visual hierarchy, and production-grade interface craft.

2021

Design Thinking & Execution

Strategic design methodology for translating business objectives into actionable design work.

2017

Skills

Product Design

User research and synthesis, interaction design, AI prototyping (v0, Claude, Figma Make), data-driven decision making, complex workflow design

Design Systems

Component libraries, design tokens, systematic QA processes, cross-platform design, accessibility standards (WCAG)

Technical Fluency

Next.js, Vercel, GitHub workflows, Claude Code, HTML/CSS, working knowledge of modern web architecture



Experience (continued)

Unfold 2022-2023 Remote	Head of Experience Led experience design for 14+ client engagements across healthcare, fintech, and consumer tech, remaining hands-on in research, interaction design, and high-fidelity prototyping on compressed timelines. Work contributed to clients raising \$90M+ including Tebra (\$72M Series D), Ikigai (\$13M Series A), and Treecard (\$5.1M seed).
2021-2022	Senior Product Designer Product design for startup clients navigating product-market fit. Interface design, user research, prototyping, and design system foundations.
Figmintz 2019-2021 Pawtucket, RI	Associate Creative Director Directed team of 10+ creatives at full-service digital agency. Improved design-to-dev throughput 30% and client retention 50% by aligning product UX with refreshed brand standards.
Toptal 2018-2021 Remote	User Experience Designer Freelance product design for technology clients. Interface design, user research, prototyping.
Self-Employed 2009-2021 Remote	UX/UI Designer Independent design practice serving small business clients. Web design, brand identity, digital marketing.

Volunteer Experience

Federal Hill House	Pro-Bono Digital Marketing & UI/UX Led a charity hackathon to rebrand & improve website, marketing, copy & video for Federal Hill House, serving low-income and immigrant families.
1 Million Home	Pro-Bono Product Design Volunteered design and consulting services to develop a field app for social workers at 1 Million Home, a charity focused on reuniting orphaned children with their families.
Blue Hill Heritage Trust	All Season Giver Volunteering & donating to Blue Hill Heritage Trust to preserve natural & cultural heritage through conservation & education.