

Christopher Costes

designer, researcher, & strategist

Leveraging the tools designer to elevate more strategic futures

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[Portfolio Site](#) | [LinkedIn](#)

Brooklyn, NY

Experience

V.P. - Service Designer | M&T Digital

June 2023 - Current

Building strategic and service-level design initiatives to elevate existing systems and develop scalable and intuitive experiences

Senior Service Designer | JP Morgan & Chase

May 2021 - June 2023

Created tools, strategies, and prototypes to align the product development goals, customer demands, and user needs.

Outcomes:

- Actionable process for surfacing gaps in the product roadmap
- Built and tested an omnichannel solution to legal verification

Design Researcher | Stuart Candy's Situation Lab

Aug. 2019 - Feb. 2021

Established research protocols, interviewed practitioners, and prototyped novel ways of documenting design futures projects.

Outcomes:

- Taxonomy and digital prototype of a design futures database

Product Designer | Ontra, AI-enabled legal tech

Nov. 2018 - Sept. 2019

Designed data-driven tools and metric dashboards, enabling stakeholders to efficiently manage, track, and outsource legal work

Outcomes:

- Designed and prototyped AI document review experience

Product Manager & Designer | The League Dating App

Dec. 2016 - Aug. 2018

Developed product road maps, designed future/present states, and oversaw product development from initial research to final release

Outcomes:

- Grew app score from 2.8 to 4.2 and reduced drop-off by 34%
- Aligned users, developers, and CS to common metrics

Education

Carnegie Mellon Univ.

MDes '22 - Interaction Design

MA '20 - Service Design

U.C. Berkeley

BA '13 - English Lit/Poli-Sci

Expertise

Digital Tools

HTML/CSS/Javascript

SQL/Postman

Sinatra/Heroku

Indesign/Illustrator

Figma/Framer/Miro

After Effects/Principal

Physical Tools

3D Printing

Laser Cutting/CNC

Arduino/Unity/Fusion 360

Design Domains

Service Design

Design Strategy

Interaction Design

Design Futures

Product Management

Design Research

Conversation Design

Design Methods

Rapid Prototyping

Design Research

Co-Design workshops

Rapid Prototyping

Systems Thinking

Futuring/Visioning