

Lizzie Teo

10+ years leading complex digital design projects for Australia's leading organisations. Capable of managing end-to-end project delivery for large-scale platforms serving millions of users with measurable business impact.

Core Capabilities

End-to-End Project Leadership
Facilitation and Stakeholder Management
User Research & Design Thinking
Information Architecture

UI and Prototyping
Design Systems
Usability and Accessibility
Design-to-Code Workflows; Vibe Coding

Tools & Languages

Figma, MCP Server, Make, Weave
Principle For Mac
Lookback
Rive MCP workflow
Kiro AI IDE

Claude Code
GitHub Copilot
OpenAI ChatGPT
Higgsfield MCP workflow
Flutter, React, HTML, CSS

Professional experience

Senior Product Designer

Mastercard

2026 to present

Fintech / Payments

Brought AI-driven workflows into the design practice and set the direction for how workshops are run with AI tools, working with major banks and merchants to turn their ideas into prototypes they can see and test.

AI-Driven Design Workflows

Introduced AI-driven workflows to the design process and developed new ways of planning and running workshops with AI tools.

Senior Product Designer

Legal Aid

Feb to present
(Short contract)

Government / Legal

Design Thinking Workshops & Rapid Prototyping

Took part in design thinking workshops with major banks and merchants, then brought the ideas raised in those sessions to life through rapid prototyping.

Engaged on a time-critical project to redesign digital policies and eligibility channels for Legal Aid, ensuring private lawyers and vulnerable members of the public can easily navigate complex legal criteria and access the information and support services they need.

Eligibility, Policy Online and For Lawyers Redesign

Led information architecture strategy – auditing designs and content, simplifying complex decision flows, and transforming dense legal policy into clear decision trees and navigation. Translated vendor research into tangible design solutions in collaboration with the PM and copywriters, and facilitated MoSCoW prioritisation, IA, and design reviews to drive stakeholder alignment. Operating within tight budget constraints, I wore multiple hats across the project, stepping into requirements definition and quality review responsibilities typically held by dedicated BA and QA roles.

Technical Collaboration & Stakeholder Advocacy

Partnered with internal ICT and CapGemini to ensure design feasibility, advising engineers on AI-driven design-to-code workflows to streamline handoff. Championed user needs across lawyers, SMEs, and non-technical stakeholders, and applied user testing strategies to validate new IA structures.

Senior Product Designer

Australian Payment Plus

May to Dec 2025
(7 months contract)

Fintech

Designed complex end-to-end experiences across AP+'s multi-tenant enterprise portal suite used by partner financial institutions (banks, credit unions, fintechs), merchants and retailers (e.g. Coles), and regulatory bodies such as the Reserve Bank of Australia (RBA).

AP+ Testing Portal

Delivered a centralized B2B SaaS platform centered on clear, multi-step workflows for technical user groups, reducing internal manual effort by 30%. My end-to-end approach involved driving alignment workshops to de-risk technical requirements and translate large data models into a

seamless designer-to-developer experience that sped up external partner integrations.

Implemented design-to-code processes using [Figma MCP Server](#) and GitHub Copilot. Collaborated with management on workshops to help designers adopt AI tools. Presented AI learnings to the engineering team and standardised design system practices and reducing design-to-code handoff time.

[View](#)

AP+ Business Reference Data Table Portal (BRDT)

Shipped a functional MVP at Amazon's office using [Kiro AI IDE](#). Paired with a full stack engineer on a specs-driven backend while using prompt-driven development to refine the AI-generated frontend, iterating UI/UX in Figma with stakeholders in real-time.

Built a custom ChatGPT research agent to synthesize user research and gather requirements, which informed IA and interface designs for the NPP payment data platform serving multiple financial institutions.

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Account Centre

Created secure access management system with complex permission hierarchies, enabling administrators and member organisations to manage documentation, attestations, and committee materials. Contributed to 20-30% improvement in member onboarding speed.

Senior Product Design Consultant

Constant Consulting

Feb 2019 to June 2024
(5 years and 4 months)

Government, Healthcare, AI, Fintech, Data Science

Led strategic design initiatives for major Australian organisations, delivering solutions for clients ranging from startups to large enterprises. Guided clients through digital transformation initiatives and advised C-suite executives on UX strategy and implementation.

Healthdirect Australia

Symptom Checker, Service Finder, GP & Nurses CMS

- **[AI-Powered Symptom Checker](#):** Integrated AI medical inference engine and redesigned user experience, increasing completion rates from 45% to 86.5% for 3.1 million annual users across multiple Australian jurisdictions. In Phase 2, partnered with CX Director, Service Designer, and PM to define the roadmap — prototyping AI-driven concepts, facilitating workshops, and leading ideation of 3+ digital solutions that informed government funding proposals.

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- **Service Finder:** Conducted user research and designed fuzzy search functionality serving 1 million uses per month, with 33.5% appointment booking conversion rate and 75.5k guided search uses.
- **Healthcare CMS:** Streamlined GP and nurse workflows for consumer helpline interactions, improving response time and resolution efficiency by 20%.

Macquarie University

Radar Data Intelligence Platform

- **Research Data Platform:** Designed intuitive interface for petabyte-scale data visualisation, reducing data preparation time and increasing research output reporting efficiency by 30%. Platform identified key research investment areas, leading to 20% improvement in strategic decision-making accuracy.

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MindSpot

Patient Management System, Assessment Application, E-LMS

- **Healthcare Platform Redesign:** Delivered comprehensive user research and redesigned outdated SaaS patient management systems, reducing therapist administration time by 50% and enabling mental health treatment capacity increase from 1 to 4 patients per therapist.
- **Patient Communication:** Decreased average response time to patient inquiries by 40%, supporting 150,000+ Australians with mental health services (currently 30,000+ annually).

Funding Finder (Fintech Startup)

Financial Technology Platform

- **Startup MVP:** Designed a SaaS financial matching platform connecting borrowers with private lenders. Successfully delivered MVP within budget and compressed timeline.
- **Broker Dashboard:** Created comprehensive deal management interface with real-time status tracking, enabling brokers to manage multiple deals and understand funding timelines.

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Senior UX Designer, Researcher

Daisee AI

Feb – Nov 2018
(10 months contract)

*AI Customer Service &
Compliance*

LISA AI Speech Analytics

Delivered UX research and design for an AI-powered SaaS compliance monitoring tool, achieving 90% positive feedback from Quality Assurance Managers and reducing high-risk behaviours in call centres.

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AI Chatbot

Delivered hybrid chatbot solution under budget and timeline, enabling successful investor presentations that secured 3 new investors.

Senior UX Designer, Researcher

PwC Australia

Nov 2016 – June 2017
(8 years months contract)

Mining, Consulting

BHP Mining Solutions

Conducted user research at BHP mining sites and designed training applications that reduced worker training time by 20% while achieving 90% user satisfaction.

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Starter Kit Application

Delivered an application that streamlined feedback processes for workflow improvements, enabling workers to effectively report waste and implement operational improvements.

Key achievements

User Impact

Designed digital platforms serving **3.1+ million users** for major Australian organisations, delivering critical services at national scale

Team Leadership

Led cross-functional teams of **8-12 stakeholders** across design, engineering, and business, managing **concurrent projects** for multiple major clients

Strategic Consulting

Guided clients including **government organisations** and **startups** through **strategic pivots** and digital transformations, successfully adapting solutions to **evolving market demands**

Business Impact

Delivered **20–30% efficiency improvements** across **healthcare, fintech, and education** projects, reducing operational costs and improving user satisfaction

AI Innovation

Implemented design-to-code workflows at **Australian Payments Plus**, reducing development handoff time and enabling faster product iterations

Education

AI for Designers

Interaction Design Foundation

UX Certification Program

Nielsen Norman Group

Product Management

General Assembly, Sydney

Certified Scrum Product Owner

Scrum Alliance

Diploma in Visual Communication

Temasek Polytechnic

References

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