

Hey, I'm Griffin Mullins

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I have a demonstrated history of leading thriving teams, even in complex, regulated businesses. I have extensive experience forming partnerships with legal, product and tech partners in an agile environment to deliver scalable and accessible digital and physical features and services.

Starting by finding the problem to solve through research, to prototyping and delivering final designs, I specialize in creating the systems through which the right design decisions can be made. I help my team navigate the design process and partner relationships while creating excitement and garnering support across the company for effective solutions that support customers and the business.

Feb '23 - Now

Director of Product Design



American Express - Global Commercial Services

Team lead of 11 responsible for researching and designing all experiences for the AMEX @Work platform. This platform allows AMEX corporate card customers to service their users and accounts.

Apr '22 - Feb '23

Head of Product Design Vertical



Dave

Design team manager and strategist driving all of Dave's core products. I led a team of 9 UI/UX and content designers bringing the best credit and banking experiences to Dave's members.

Jul '19 - Apr '22

Sr. Manager + Design Strategist



Capital One - Small Business Cards

I grew from Manager to Sr. Manager with a team of 2 growing to 5. I was responsible for leading the research, design and tracking of the digital features small business credit card customers use every day.

Apr '15 - Jul '19

Principal Experience Designer



Capital One - Home Loans & Consumer Cards

Created designs and strategies for various features and services, including next-generation credit card onboarding experiences. I also led iOS, Android, and web designs for Home Loan Servicing.

Jun '14 - Apr '15

User Experience Designer



Tekzenit

Responsible for the UI/UX designs on an AT&T team focused on data analytics and reporting for enterprise customers. Also supported other Tekzenit clients through UI/UX.

Sep '10 - Jun '14

Industrial Design (BFA) Class of 2014

Savannah College of Art & Design (SCAD)

I got skills

- ★ Design Team Leadership
- ★ Design Strategy
- ★ UI / UX Design
- ★ Journey Mapping
- ★ Design Management
- ★ Communication & Storytelling
- ★ Team & Org Structure
- ★ Process Design
- ★ Product Design
- ★ Service Design
- ★ Value Mapping
- Information Architecture
- Concept Visualization
- Empathy Research
- Graphic Design & Illustration
- Usability Testing & Prototyping
- 3D Printing
- Cat Herding

I use these tools

- ★ Airtable
- ★ Figma
- ★ Notion
- ★ Confluence
- ★ JIRA
- ★ Google Slides
- ★ Sketch
- ★ Webflow
- Adobe Illustrator
- Adobe InDesign
- Adobe Photoshop
- Fusion 360
- Github
- Google Sheets
- Invision
- Keynote
- Mural
- Trello