

STEVE CAMBOURIS

Product Design Leader

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📍 Redwood City, CA

EXPERIENCE

Lead UX Designer

Cetera Financial Group

📅 04/2025 - 07/2026 📍 San Francisco Bay Area, CA

Digital Experience Design (DXD), Client Servicing

- Lead Product Designer for AdviceWorks® Client Portal, a secure wealth management platform enabling clients to manage accounts, collaborate with advisors, and access financial planning tools across responsive web and mobile experiences.
- Owned end-to-end UX and product design for Asset Movement and Account Maintenance experiences, including ACH/EFT transfers, asset transfers, wire requests, journals/internal transfers, check requests, and beneficiary management.
- Led cross-functional initiatives to simplify complex financial workflows across multiple custodians, balancing user needs, operational processes, regulatory requirements, and business goals to improve usability and overall experience quality for advisors and clients.

Senior Product Designer

American Express

📅 01/2024 - 12/2024 📍 San Francisco Bay Area, CA

Global Commercial Services (GCS) Product Design & Research

- Led design, strategy, and research within a rapid lab/accelerator focused on rapid prototyping and moderated usability testing for B2B payment products.
- Led design, strategy, and research within a rapid lab/accelerator environment focused on B2B payment products, including rapid prototyping and moderated usability testing to validate concepts and inform product direction.
- Drove executive alignment for a unified virtual card experience, building stakeholder confidence and securing funding from senior leadership and the GCS Group President.
- Led redesign of a legacy Buyer Initiated Payments (BIP) enterprise payment automation platform, applying a modern design system to improve usability and remediate 1,000+ accessibility defects across the experience.

Senior UX Designer

Charles Schwab

📅 11/2020 - 05/2023 📍 San Francisco Bay Area, CA

Digital Banking Services, Digital Payments & Move Money

- Led UX initiatives to modernize complex digital payments and money movement experiences across responsive web, iOS, and Android platforms, including online transfers and external account verification.
- Led UX design initiatives to modernize complex digital payments and money movement experiences across responsive web, iOS, and Android platforms, including online transfers and external account verification.
- Contributed to the successful launch of Position Transfers on the mobile app, improving user experience, increasing straight-through processing (STP), reducing paper-based submissions, and decreasing customer support calls.
- Served as UX lead within an Agile scrum team, driving end-to-end product design from research and discovery through journey mapping, ideation, prototyping, usability testing, and development handoff.
- Partnered closely with product, engineering, content, research, and accessibility teams to deliver compliant, accessible, and user-centered financial experiences at scale.

SUMMARY

- **Product Design Leader** with **15+ years of experience** designing enterprise and consumer digital products across web and mobile platforms.
- **Deep expertise** in fintech, payments, wealth management, and financial services, leading product design, research, and strategy initiatives.
- **Transforms complex workflows into intuitive, accessible experiences** through product strategy, user-centered design, and cross-functional collaboration.

SKILLS

Software & Tools

Figma, Figma Make, FigJam, Framer, Claude, Copilot, ChatGPT, Storybook, Miro, Mural, Sketch, Adobe Creative Cloud, UserTesting, UserZoom, Jira, Confluence, Airtable, Slack, Microsoft Office

Design & Research

Product Design, UX Strategy, User Experience Design, User-Centered Design, Interaction Design, Design Systems, User Research, Design Thinking, Prototyping, Journey Mapping, Usability Testing, Data-Driven Design, Mobile Application Design, UI Design, User Flows, Heuristic Evaluations, Personas, Affinity Mapping, Storytelling, iOS, Android

Strategy & Leadership

Product Strategy, Cross-Functional Leadership, Coaching & Mentoring, Stakeholder Management, Strategic Thinking, Communication, Team Collaboration, Agile, SAFe Scrum, Problem Solving, Critical Thinking

CERTIFICATIONS

Conducting Usability Testing (2024)

IxDF - Interaction Design Foundation

AI for Designers (2024)

IxDF - Interaction Design Foundation

Agile Methods for UX Design (2023)

IxDF - Interaction Design Foundation

Journey Mapping (2023)

IxDF - Interaction Design Foundation

EXPERIENCE

UX / Product Designer

Wells Fargo

📅 05/2018 - 08/2020 📍 San Francisco Bay Area, CA

Digital Experience Design (DXD), Security & Payments

- Led UX design for key digital banking experiences across iOS and Android, including mobile deposit, transfers, real-time credit payments, and biometric authentication.
- Led design and implementation of biometric authentication for the Wells Fargo Mobile App on Google Pixel devices, integrating Face Unlock via Google's Biometric API in partnership with product and engineering teams.
- Led redesign and optimization of Mobile Deposit, driving measurable improvements in usability and business performance, including 11.4% YoY growth (80.6MM deposits, exceeding 10% target in 2018), record check image acceptance rates (91% iOS, 88% Android), 30.2% mobile deposit penetration, and sustained growth in transaction volume and active customer engagement.

Senior Digital Art Director

Robert Half

📅 02/2013 - 02/2018 📍 Menlo Park, CA

Creative Services, Marketing Communications

- Led UX design initiatives across Robert Half's portfolio of staffing and consulting brands, delivering cohesive digital experiences across web, marketing, and customer touchpoints.
- Managed and mentored a team of art directors and designers, driving design quality and consistency across branded digital channels.
- Served as UX lead for multiple large-scale website redesigns, including the company's first responsive web experience.
- Contributed to the success of the company's largest annual digital marketing program (2018 Salary Guides), generating 500K+ downloads (+239% YoY) and \$13MM in revenue.
- Drove end-to-end UX design for complex business challenges through research, wireframing, prototyping, usability testing, and scalable design systems.
- Collaborated with cross-functional stakeholders to align business goals, user needs, project requirements, timelines, and post-launch success metrics.

Digital Art Director

Robert Half

📅 12/2010 - 02/2013 📍 Menlo Park, CA

Creative Services, Marketing Communications

- Provided hands-on design and art direction for global digital experiences, including websites, landing pages, email campaigns, social media, motion graphics, infographics, presentations, videos, and brand guidelines.

EDUCATION

Associate of Arts (AA), Multimedia Communications

Masters Institute of Technology

📍 San Jose, CA

Fine / Studio Arts, General Studies

Foothill Community College

📍 Los Altos Hills, CA