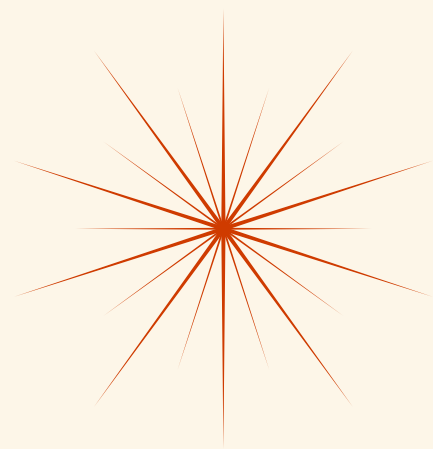




Nico Lara, Senior Product Designer

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 nicolethlara

PROFESSIONAL PROFILE01

Senior Product Designer with over 6 years of experience leading discovery and strategic definition processes. I embed directly into client teams to navigate complex problems — translating ambiguous business needs, regulatory constraints, and technical realities into product decisions that hold up under scrutiny. My background spans global financial infrastructure and enterprise B2B environments, with a growing focus on AI-assisted experiences and the design of conversational systems.

EDUCATION03

2026
Diploma in Artificial Intelligence - Universidad de Chile In progress

Philosophy of AI and Cognition (In progress)

2019 - 2020
UX/UI Design Program - Laboratoria

Intensive training in user experience design, applied research, and digital product development

2012 - 2015
Bachelor of Arts in Humanities - Alberto Hurtado University

Training in philosophy, literature and art theory with a focus on critical thinking and systemic understanding

LANGUAGES04

SpanishNative

EnglishAdvanced (C1)

CORE SKILLS04

UX Architecture · Interaction Design · Design Systems · Prototyping · UX Writing · User Research · AI-Assisted Experiences · Conversational UX · Cross-Functional Collaboration · Enterprise SaaS · Complex Workflows · Figma

EXPERIENCE02

Nov 2025 - Present

CMPC Fiberplace

- Leading the design of a Claims product initiative, including **a conversational AI agent to support case management and customer service** workflows in a complex B2B environment.
- Contributing to the construction of a **dual-track design system** serving two distinct product lines — plant operations software and customer-facing applications — **owning the end-to-end component development for the customer-facing track**: use case mapping, component architecture, implementation, and documentation.
- Defining the **end-to-end conversational experience architecture**, including interaction flows, fallback paths, confidence thresholds, escalation logic, and human handoff criteria.
- Driving discovery through stakeholder workshops, contextual interviews, and service process reconstruction across Customer Service, Sales, and Salesforce teams.

2021 - Oct 2025

Citi—Treasury & Trade Solutions

- I led the **UX strategy for global** Transaction Initiation workflows , reducing operational errors and accelerating approval cycles.
- I spearheaded the development of the integrated Help Center at CitiDirect, enabling self-service and reducing friction in support.
- I **transformed** Supply Chain Finance onboarding, **digitizing complex processes** under multinational regulations.
- I **collaborated with global teams** in North America, Europe, India, and Latin America, ensuring regulatory compliance and scalability.

2020 - 2021

Kibernum (in Citi)

- I redesigned CCDM (Client & Contact Data Management), centralizing dispersed data into **a unified interface for over 700 users in 25+ countries**.
- I optimized e-Bill Payer (Brazil) under Central Bank regulations, reducing errors and **increasing the successful payment rate**.