

Tenielle Engelbrecht

Senior Product Designer · Fintech and regulated B2B · Complex systems

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Indefinite leave to remain

SUMMARY

Senior product designer, eleven years simplifying complex B2B SaaS and regulated financial products. I go into unfamiliar, high-stakes domains cold (payments, wealth, capital markets, healthcare) and turn data-heavy, multi-persona workflows into something people can actually use, then defend the simpler version to compliance, engineering and people who have done the job for twenty years. Increasingly I do that for other designers too.

EXPERIENCE

FNZ London, UK

Jan 2025 – Present

Senior UX / Product Designer

- Sole designer on a configurable, regulated B2B wealth platform: **60+ screens across 8 product areas in 7 months**, discovery to signed-off design direction, aligning **6+ product owners, SMEs and senior stakeholders across two organisations**.
 - Reduced **30+ user stories** to four coherent journeys (onboarding, dashboard, secure messaging, documents) built on scalable platform patterns rather than one-off screens.
 - Built a **Microsoft Copilot documentation agent** shared with selected members of the design team, and introduced AI-assisted prototyping (Figma Make, Claude) into the team's workflow.
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J.P. Morgan London, UK

Apr 2022 – Dec 2024

Senior UX Designer

- Designed and tested a novel in-house **backtesting capability 0-to-1 in eight weeks** for Strategic Indices, turning a data-heavy financial workflow into a shipped market differentiator against a fixed deadline.
 - Led end-to-end UX for a client **Markets Feed launched Dec 2023**, using research and testing to reshape the roadmap around real client workflows.
 - Drove onboarding for **300+ enterprise users to 83% adoption** through reusable UX templates and documented process the wider team adopted.
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Fishawack Health London, UK

Apr 2021 – Mar 2022

UX Designer

- Led UX across regulated healthcare products, turning research findings into design decisions alongside researchers.
 - Produced high-fidelity prototypes, and ran heuristic evaluations and usability testing that settled stakeholder disagreement with evidence.
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First National Bank Johannesburg, South Africa

Dec 2015 – Dec 2020

UX Designer

- Led end-to-end UX for consumer and business banking payments across iOS, Android and web, for multiple personas, approval hierarchies and real organisational risk.
 - Built the Capturer/Authoriser model (one user initiates, another approves on a separate device), **re-architecting eight transactional workflows** and shaping product direction for years after I left.
 - Delivered the InContact transaction-notification experience, and coached three designers through 1:1s and critique.
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Earlier

2012 – 2015

Wallstreet International (2015) · **Source CRM** (2013–2014) · **Nikon South Africa** (2012)

SKILLS

Product Discovery, problem definition, 0-to-1 definition, interaction design, prototyping, usability testing, accessibility, design systems, engineering handover

Domains B2B SaaS, fintech, payments, wealth, capital markets, healthcare · data-heavy, multi-persona workflows · approval hierarchies · iOS, Android, web

Tools & leadership Figma (Dev Mode, Make), Microsoft Copilot, Claude, Jira, Confluence · stakeholder alignment, mentoring, agile delivery

EDUCATION & CERTIFICATION

BA Information Design, University of Pretoria · **Certified Usability Analyst** (HFI, CUA-6460) · **Usability Short Course**, GetSmarter / University of Cape Town