

Calista Mateuszczyk

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Senior Design Systems Designer

Designer with ~7 years of experience building and scaling enterprise design systems and 0→1 products for Fortune 100 financial organizations. Track record of partnering closely with engineering to ship scalable, component-based solutions — accelerating design production 2-3x and driving measurable adoption growth. Equally comfortable defining system foundations from scratch and evolving mature platforms. Brings an operator mindset: governance processes, consumer support and cross-functional collaboration are as natural as design work itself.

Work Experience

Design Lead • United Nations • June 2025 – Present

Building an AI-powered artisanal marketplace and freight application for farmers in Sierra Leone with team members across 4 continents.

- Lead design and AI strategy — coordinating with developers to create seamless chat architecture in WhatsApp powered by Twilio and Claude integrations.
- Direct 4 junior designers on the design implementation of 17 key flows in Figma and prototyping in Claude.
- Design and execute a research plan with 13 interviews and 8 moderated usability tests to improve cultural relevance and focus 0→1 build activities.

Design System Designer • USAA • Aug 2024 – June 2025 (Contract)

Fortune 100 financial services leader. Reveille Design System is a 4-year-old system supporting a ~200 person design team.

- Drove ~15% adoption growth in a single quarter by implementing structured component discover process that engaged design directors across 8 lines of business, improving roadmap transparency enterprise-wide.
- Partnered with Member Service Representatives to enhance consumer-facing data tables, enabling interactive data across ~6 distinct use cases across 4 responsive breakpoints.
- Supported 80+ Reveille consumer; led ~20 office hours sessions, maintained daily Slack triage, and authored ZeroHeight documentation covering properties, usage, examples, and accessibility — reducing repeat questions and unblocking teams faster.
- Led effective developer collaboration: Reviewed technical constraints early, delivered detailed handoff documentation in Figma Dev and ZeroHeight, validated Storybook builds to pixel-level accuracy, and managed issues in GitHub. Near-zero implementation drift.

Design System Designer • New York Life • Nov 2023 – Aug 2024 (Contract)

Fortune 100 mutual life insurance. Madison Design System – greenfield build serving ~60 designers.

- Rebuilt 80+ components and patterns in Figma from AEM/CMS sources applying auto layout, style and sizing tokens, variables and properties for ultimate scale, reuse and responsive behavior. Aligned 1:1 with development and sped up design production 2-3x.
- Audited 32 existing calculator use cases and translated findings into responsive redesign that eliminated horizontal scrolling – directly improving usability.
- Identified and documented ~50 accessibility issues (ARIA, sizing, color contrast) and co-led remediation initiatives to raise baseline compliance reducing critical violations.

UX Designer • Momentum3 • May 2022 – June 2023

Previously CRC Solutions. Full stack software and IT agency. Key clients included UnitedHealthcare, Optum, Thomson Reuters, and Ecolab.

- Designed enterprise internal tool for UnitedHealthcare to enable HR teams to self-serve healthcare landing page builds – replacing a manual, bespoke process with a scalable, componentized solution that reduced spin up time by several weeks.

Founding Product Designer • Sprints • June 2023 – Nov 2023 (Contract)

AI-assistant connecting pre-seed founders with tools and teams. Acquired in 2025.

- Designed an AI-powered chatbot MVP from 0→1 defining conversation flows, UI, and human-in-the-loop handoff states contributing to a successful acquisition.

Volunteer Experience

Teacher • Girls Who Code • Jan 2018 – May 2020

Girls Who Code is an international nonprofit dedicated to teaching young girls technical skills.

- Taught 92 high school age girls basic programming logic in Scratch, HTML and CSS.

Education

B.S. Applied Business – Digital & Design Studies

University of Minnesota

Relevant Coursework – Data structures in C++ · Design thinking · Buyer behavior · Leadership
Intro to Java · Principles of web design · User research · Technical writing

Certifications

W3C Web Accessibility · Agile Project Management

Harvard – Professional Certificate in Computer Science for Artificial Intelligence (In progress)

Design Tools & Knowledge

Can teach others · Figma · Design systems · GitHub · ZeroHeight · Chatbot design · Marketplaces

Working proficiency · HTML + CSS · Payment APIs · LLM API's · Twilio · Zapier

Working knowledge · React · Swift · Python · JavaScript · C++ · Knapsack

Comfortable Tech Stacks

Handoff environments · React · Vanilla · Various CMS · HTML/CSS · Swift · Flutter

Communication stack · Google Suite · Slack · Teams · Outlook · Zoom · Box · GitHub

Agile environments · Jira · Asana · Trello · Confluence · Azure DevOps · Rally