Matheus (Matty) Matioli

Product designer · London, working remotely

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I'm a product designer at Nexudus, the platform coworking and flex space operators use to run their business. I've been there eight years: first onboarding and training operators, then about four and a half years in design, much of it as the only designer. I design for complex B2B products from research through to handoff, and lately I've been bringing AI into how we design.

The numbers in my case studies are behind passport control. Email me for a visa code.

EXPERIENCE

Nexudus Software for coworking and flex space operators

UX Designer — Feb 2022–now

Designing since 2020, before the title changed

- Redesigned checkout and sign-up for the new members portal, launched in 2026: forms for each item, self-service or enquiry plan by plan with draft proposals made automatically, and a true guest checkout. Grounded in around 50 hours of interviews and hundreds of support tickets
- Built the design system in Figma from an agency's one-off mock-ups, and looked after it for about five years: one adaptive system for web, tablet and mobile, named to match the React and React Native code
- Redesigned three of the five companion apps, with around 15 operator interviews each and testing on site: NexIO for check-in and deliveries, NexBoard for meeting room tablets, and NexKiosk for point of sale, guest checkout and team payments
- Product owner for the 2020 member portal and mobile app redesigns with an external agency. Research after launch led to the basket and the home dashboard
- Redesigned reports, and rebuilt their queries in Metabase
- Bringing AI into how we design: feature briefs written from the codebase, prototyping with AI and design governance. Now taking part in putting the new admin panel's design system into its code, managed with LLMs

Training and Customer Experience Specialist — Jun 2019–Feb 2022

- Founded the customer NPS programme, and ran it for four years
- Wrote training curricula, trained operators on site and in webinars, scripted 12 product training videos, and trained new support staff

Onboarding Specialist — Oct 2018–Jun 2019

- Took inbound leads from demo to go-live: sales, implementation and account management

BEFORE NEXUDUS

Nordic Navigation, Junior Associate — 2018
Research for a Sport England-funded project, and a leadership training programme

Kahaila, Café Outreach Worker — 2017–2018
Community events, and coffee: ranked 27th best coffee brewer in the UK in 2018

Kellogg Company, Bilingual HR Generalist, then Senior HR Generalist — 2014–2015
Promoted to senior in six months, the fastest in the department. Led a team of four, meeting 90–95% SLAs across the US, Canada and Latin America

Hope College, Research Assistant — 2012–2013
A programme helping internally displaced people in Kenya become self-employed artisans

EDUCATION

BA Political Science and International Studies, Hope College, 2014

Study abroad at the Universidad de Sevilla

LANGUAGES

English and Portuguese, both native. Spanish, professional working

LIVED IN

Brazil, South Africa, Kenya, the US, Spain, South Korea, Italy and the UK