

I'm Carlo, a multidisciplinary design specialist who can turn ambiguity into something real, quickly.

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I'm an experienced individual contributor with over a decade in complex, regulated industries. I make informed, gut-driven decisions, and increasingly use AI to test and validate them faster. My work sits at the intersection of delivery, systems, and strategic thinking. I can help you to cut through the mess and focus on things that really matter to your customers.

Experience

Senior User Experience Designer

ANZ (Sep 2022 - Current)

- Shaped the target customer-experience vision for the migration of ~550k ANZ business customers to a new banking platform, articulating the day-1 minimum experience and a full end-to-end business-owner journey. The work became the foundation for the delivery model and squads now executing it as a multi-year transformation.
- Co-created a series of design sprints, shaping agendas and focus areas, preparing and presenting current-state research, and synthesising findings into the outputs that carried the work forward into delivery squads.
- Led the customer-experience evaluation of local and international fintech providers to address an underserved capability gap in SME banking, narrowing the field to a single acquisition target and modelling three integration strategies (partnership, white-label, full integration) that informed the executive go/no-go alongside formal due diligence.
- Joining during the formation of ANZ's unified Salesforce strategy I led the design of the Lead and opportunity-lifecycle workflows for two unique banking domains (Business and Mobile Home-lending specialists). Established a recurring cross-specialisation focus group, led discovery, and partnered with external Salesforce consultants to turn banker needs into SaaS-ready solutions. Foundations later shipped to ~400 bankers.
- Took a capacity-planning tool from requirements to a handover-ready proof-of-concept in two weeks, replacing an existing Excel macro. Delivered a web-based solution supporting batch changes, improved visibility, and function.
- Designed and facilitated an A11y training module with 11 designers across commercial initiatives, up-skilling the team on accessibility principles and how to apply them in practice.

Product Design Consultant

Cognizant (May 2021 - Sep 2022)

- Operated across 4 internal businesses within Cognizant's digital network, simultaneously engaging across clients and contexts spanning government, healthcare, retail and e-commerce, contributing to both delivery and pitching for new business.
- Owned design execution across a multi-phase engagement for a national healthcare provider, leading discovery work that informed strategic direction, then end-to-end design of a pilot-ready POC for a digitised pathology collections experience.
- Built scalable and extensible design system foundations, including tokens, components and patterns, to support consistent multi-brand delivery for multiple clients.

Previous Employment:

Senior Product Designer

PointsBet (Jul 2019 - May 2021)

CX Designer

The Royals (Feb 2018 - Jul 2019)

Digital Creative

KOJO (Aug 2017 - Feb 2018)

Digital Design Lead

AJF Partnership (Feb 2013 - Aug 2017)

Volunteering

Academy XI

Participated as an industry mentor across consecutive student intakes at Academy XI, providing mentees with visibility into the reality of working in design.

Design Outlook 23, 24, & 25

Community: 3 years volunteering at Design Outlook (invited to become an industry ambassador); design thinking advocate with Creating Chances' Digital Futures program.

Education

Bachelor of Information Technology

Major in Multimedia Development.
Monash University.

Diploma of Information Technology

Major in Multimedia Development,
Chisholm Institute of Technology.

Diploma of Information Technology

Major in Web Development,
Chisholm Institute of Technology.