

Tim Torres

Manager, Product & Experience Design



Tim likes tackling complex problems with comprehensive design and thoughtful details, while building up the culture & operations of teams he works with through his background in experience design. He is recognized on the ground as the go-to person for technology & operations support.

Education and Professional Certifications

BFA (hons) New Media Design - Rochester Institute of Technology

Internal & Professional Experience

Constantly driving design operations & resiliency across the studio; L&D champion - leading delivery of multiple large learning events, teaching individual classes for upskilling in strategic areas, and P&ED skill matrix development; BC onboarding champion for IxD + recruitment; contributions to EY Seren's Digital Sustainability and Accessibility initiatives; recovery & management of old EYS accounts, data and equipment.

Led team of 6 for the launch of the first makerspace in EY offices to support our people's maker mindset, physical product & service prototyping, and experimentation with new technologies.

Product managed and developed the EY Seren website, with 100% Lighthouse scores. Heavy emphasis on tech stack cost reduction, accessibility, SEO, and performance optimisation to drive ultra-low carbon use. Ongoing support & content management.

Jumpstarted lagging onboarding process, scaling team from 1 to 10 people, running 8 improvement workstreams during 30% YoY increase in headcount across 6 practices x 3 offices.

For a government-backed consumer-facing financial guidance website: led implementation of new navigational structure to better match users' mindsets when visiting the site; led pitch, planning and complete overhaul of outdated organisation design system; product design of pages & tools for new money guidance offering.

Vaccine production & fulfilment monitoring dashboard for executive leadership, and ultra-cold vaccine storage monitoring dashboard for a multinational biopharmaceutical company.

Core Skills

- UX / Interaction Design
- UX Delivery & Design Systems
- Prototyping
- Studio operations - recruiting, onboarding, learning & development, innovation

Tools

- Figma / Sketch / Webflow
- HTML / CSS / JS
- MS365 & Power Platform for business automation

