Tahlia Mei Carver

Product Designer

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Summary

Product designer for a small-business payments platform. Owns verification and account flows from research through launch. Brings evidence from support and customer sessions into decisions with Product, Engineering and Risk. Sets out the states engineers need to deliver, how customers recover from errors and how the team will judge a release.

Selected design results

62% to 71% — Seven-day onboarding completion across 840 new accounts.
14 moderated sessions — Sole-trader research shifted verification toward documents customers could obtain.
Accessible form states — Validated keyboard order, error focus and text alternatives for eight form components.

Experience

Product Designer

Fernlatch Payments

2022-05 – Present

- Mapped verification journeys by business type and the documents owners could access. Tagged interview notes by decision point, then agreed with Risk which evidence choices could be presented together and which checks still required a separate explanation.
- Agreed the primary onboarding measure with Product Analytics before rollout. Checked business type and entry channel against the baseline cohort, and named the verification step in the release review so the team could investigate where applicants still stopped.
- Redesigned the payment hold screen around status, decision owner and next update date. Used twelve support transcripts to identify the questions customers asked during a hold, then chose wording they could repeat when contacting the service desk.
- Took verification wording through weekly Risk and Compliance reviews. Recorded which requests followed policy and which optional prompts the product team could simplify. Used the decisions to define form copy and the explanation below each evidence choice.
- Numbered loading, recovery and success states in the engineering handover. Checked the implemented flow against the prototype with developers, prioritised differences that blocked task completion and gave Support a short guide to the changed screens.

Associate Product Designer

Southwick Product Collective

2019-12 – 2022-04

- Prototyped send-now and scheduled invoice reminders. Tested whether business owners could predict the next action, then documented the confirmation and editing states engineers needed for the first release.
- Designed account components used in four client flows. Defined how they handled empty results, validation errors and long names. Recorded reuse in the design library and brought requests for new variants to the component owner.

- Synthesised interviews for a merchant sales dashboard. Tagged observations against the sponsor’s questions and turned two recurring reporting problems into prototypes the sponsor could compare before setting scope.
- Reviewed accessibility issues by customer task with the test lead. Worked through changed flows using keyboard-only navigation with developers and logged the cases still needing a second check in the client’s test environment.

Education

Bachelor of Design in Interaction Design

Southbank Applied Design College

2019

Studio work in service mapping, interaction patterns and evaluation. The graduating project showed three iterations of a community lending interface and explained the evidence for each change.

Skills

Research and interaction: Moderated interviews, Journey mapping, Service flows, Prototype testing

Design delivery: Figma, Design systems, Accessible form states, Release measures, Implementation review

Projects

Verification redesign case study

Portfolio sample

2025

Documents the research question, the prototype discarded after testing and the decision to present acceptable documents before upload. Annotations show what people could do after an error, including changing document type. The evaluation section records the completion window and cohort used for the release review.

Languages

English · Mandarin