

Filippo Lovotti

Design Leader, Strategist, Creative Builder.

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Relevant Experience

Senior Manager of Product Design, Online Business and AdminX @Zendesk

March 2022 – May 2025

- Improved cross-functional collaboration by spearheading the quarterly roadmap partner program.
- Stepped in as “Acting Director” in 2022 while the Senior Director of Product Design was on a 3-month leave.
- Rallied the Online Business Design team to accelerate and deliver 50 projects in Q1, Q2, and Q3 2023, allowing Growth and Monetization to realize \$9.2M+ in projected ARR for 2023.
- In H1 2024, I implemented our Product Strategy in our admin experiences to realize \$6M+ in projected ARR for 2024.
- Established post-purchase cross-sell and upsell patterns.
- Established the highest talent retention in the overall Design team.
- Increased velocity and lowered effort of the Admin Center integration process (October 2024-present)
- Contributed to product launches that drove the Digital Segment to \$14.6M in Q1 2025 (113% to plan, and +7 YoY).

Manager, Product Design @Zendesk

August 2021 – February 2022

- Managed and supported a team of 6 talented Designers in the Growth and Monetization organization. Our domain included:
 - Web eCommerce experience
 - 14-day Trial experience
 - In-product Buying experience
 - 90-day post-purchase Onboarding and long-term Adoption
- In my first 4 months, I successfully expanded the Design team (adding 1 Product Design Intern, 1 Product Designer and 1 Senior Product Designer).
- Led and built the first cross-functional roadmap planning process.
- Helped manage the work of 2 additional Content Designers and 2 UX Researchers.
- Increased team productivity by establishing a clear and agile design intake process.
- Boosted morale and retention by focusing and prioritizing the Designers’ career growth path.

Head Of User Experience, Customer Service Tech @Zappos, an Amazon Company

October 2020 – July 2021

- As Head of User Experience in the Customer Service Tech team, I had the honor and privilege of working alongside our world-class Customer Service Agents. Accountabilities included:
 - Leading and mentoring the Customer Service Tech UX Designers and Researcher.
 - Created the vision and driving the execution of product design, especially products that helped and supported the Customer Service team.
 - Championing the inclusion of the voice of Customer Service in the triangulation of customer feedback from all sources across the company.
 - Working on the career progression of my mentees and influencing UX progression across the whole organization.

- Managing the Zappos UX Community of Practice program.

Senior UX Designer/UX Manager @Zappos, an Amazon Company

November 2017 – October 2020

- As a Senior UX Designer and UX Manager at Zappos, I was responsible for leading the internal Customer Service UX team, and building customer-facing and Customer Service SaaS products from the ground up.
 - Built and launched the new internal Zappos Customer Service software, set to replace the Amazon one.
 - Increased Customer Service productivity while decreasing average time on call, and keeping the WOW factor.
 - Laid the foundation for Design and Engineering alignment processes.
 - Increased collaboration between the teams.
 - Brought a fresh take on team culture, based on candid feedback.

More Individual Contributor experience can be found on LinkedIn.

Education

Codex10, Piacenza Italy, 2005-2006

Web & Graphic Design Certificate and Internship.

Liceo Artistico Bruno Cassinari, Piacenza Italy, 1999-2004

Graphic Design Diploma.

Volunteering and Other Experience

Host and Founder @The Industry of UX

September 2020 – January 2022

- Coordinated guest interviews, produced and published 32 episodes (currently off-line, an episode example can be found at <https://youtu.be/zBW1vV2JzOg>).

UI/UX Mentor @Springboard

September 2020 – July 2021

- Mentored 2 aspiring designers throughout the 9-month UI/UX course curriculum.
- Supported mentees during their job search, which ensured they were both employed within 60 days of their course completion.

Panelist @The Knowledge Society

December 2019

- Repping the UX flag on a TKS Tech panel with a group of students from a Las Vegas charter school. As a panelist, my job was to help the students understand User Experience and Design by going into detail about my day-to-day, overall career, and open-ended Q&A.