Renata Westenberger

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Product Design Leader with 10+ years designing fintech products across payments, invoicing, and lending. Experienced in simplifying complex financial workflows and leading cross-functional teams.

Experience

Kivra
Stockholm - Sweden

Jan 2026 - Present Product Design Lead, Payments

- Lead end-to-end product design for Kivra's Payments domain across web, iOS, and Android.
- Shape UX strategy for payment and invoicing experiences used by millions of users across Sweden's largest digital mailbox platform.
- Work hands on and use AI tools such as Claude Design to augment the design process.
- Partner with product, engineering, and data teams to simplify complex financial workflows and improve clarity and trust in transactions.
- Conduct user research and testing to inform product decisions and optimise key payment journeys.
- Contribute to Kivra's design system and elevate design practices across cross-functional teams.

Above / Eidra
Stockholm - Sweden

Mar 2025 - Dec 2025 UX Design Director

- Mentor mid- and junior-level designers to strengthen craft, autonomy, and collaboration.
- Led UX strategy within Scania's digital transformation program, working across multiple product teams.
- Drove Design + AI initiatives at Eidra and Scania, exploring how AI can enhance product development and design practice.
- Supported business growth through strategic design and AI-focused client engagements.

Zettle / PayPal Jun 2017 - Nov 2024
Stockholm - Sweden

Jan 2020 - Nov 2024 Design Manager - Invoicing, Hardware, SMB Credit

- Led design across three major product areas including PayPal Invoicing, Zettle hardware, and SMB lending products.
- Improved first-time user conversion for PayPal Invoicing by 5% through UX improvements and experimentation.
- Launched the Zettle Terminal, introducing a new hardware experience for small business merchants.
- Managed and mentored a team of six designers, strengthening delivery quality and team development.
- Recruited and coached designers, strengthening design culture.
- Partnered with global product, engineering, and executive stakeholders to shape product direction and strategy.
- Improved SMB lending experiences to better support small businesses during the pandemic.

Jun 2017 - Dec 2019 UX Designer - Capital (small business loans)

- Lead designer for iZettle Capital, a lending product for small businesses.

- Designed end-to-end lending workflows, simplifying complex financial processes for merchants.
- Collaborated closely with product, engineering, and data teams to deliver user-centred solutions.
- Helped establish early design practices and onboard new team members as the product scaled.

Earlier experience

Jan 2017 - Jun 2017 **Design Lead at Kognity (Edtech)**, Stockholm.

Quickly adapted to the EdTech industry, driving effective design solutions.

Jun 2016 - Dec 2016 **Product Designer at Onyo (takeaway app)**, São Paulo.

Built a user-centred design culture in a seed-funded startup.

Jun 2014 - Jun 2016 **UX Designer at Itaú**, São Paulo.

Improved the bank's search tool, app, and payment experience, increasing user satisfaction.

Education

2020 **KaosPilot** Creative leadership program

2018 **CIID** People centred research

2008-2012 **Central Saint Martins** BA Graphic Design, College of Arts and Design, London (UAL)

Skills

People management, hiring and coaching, stakeholder management, AI prototyping, user research, payments and lending

Tools Figma, Lovable, Claude, Amplitude, ChatGPT, Illustrator, Photoshop & Microsoft Office

Additional

2022 **Brazilian Design Awards** Judge in digital design

2020-2021 **Hyper Island** Assessor, Design Lead program

2018-2019 **iZettle** Innovation platform team member, fostering innovation through events such as hackweeks and hack days

2018 **iZettle** Organised and hosted an IXDA. Theme: The design of Physical and Digital Experiences with iZettle - 100+ attendees