

# QUENTIN GILLON

📍 Toulouse, Occitanie, France ✉ quentingillon1@gmail.com 📞 (33)630341635 🌐 in/quentin-gillon-84364423 🌐 www.quentingillon.com

## PRODUCT DESIGN LEAD, DESIGN OPERATIONS

Lead Product Designer with 15+ years of experience in complex B2B environments specialized in Design Ops. I use systems thinking to align product, design, and engineering, improve decision-making, and build the workflows, governance, and operating foundations that help teams scale and execute better.

## EXPERIENCE

### Product Design Lead, Design Operations & Systems

October 2022 - Present

- **Enphase | Remote**
  - Given explicit mandate to lead the Product Operations transformation across a post-acquisition product organization (Greencom, acquired by Enphase): built the shared delivery workflows, governance model, and handoff standards that aligned product, design, and engineering teams.
  - Built the design system from the ground up — no prior system, entirely new visual foundation — covering 800+ screens across the consumer mobile app, installer portal, support products, and internal tools. Reached 95% Figma–Flutter token parity and 100% visual similarity.
  - Reduced late-stage ticket clarifications from 59% to 31% and multi-cycle reviews from 40% to 18% by moving decision gates earlier in the delivery cycle.
  - Cut standard screen implementation time from 12h to 7h and prototyping from 3h30 to 2h15 on covered screens.
  - Deployed AI-assisted quality and documentation workflows: automated compliance checks, handoff consistency verification, and design system coverage tracking.
  - Drove an 18-month roadmap covering governance, contribution workflows, documentation standards, and adoption across product and engineering teams.
  - Provided functional leadership to 2 designers and 1 user researcher, in close coordination with a 10-developer team to improve execution quality and team enablement.

### Principal Product Designer

July 2014 - October 2022

- **Greencom | Nice (France)**
  - Led product design as the primary designer over 8 years, working with sporadically staffed contractors, across 30+ B2B and B2B2C products for utilities, energy providers, and local authorities in the energy management sector.
  - Designed across the full energy management stack: household energy dashboards, no-code tariff configuration tools, decision-support interfaces for energy trading operations, and a large internal platform for infrastructure and deployment management.
  - Built a white-label delivery architecture using npm packages combining design tokens, UI components, and configurable feature flags, allowing each client deployment to adapt behaviors and branding independently while maintaining shared product foundations across multiple European operators.
  - Redesigned the flagship white-label mobile application, contributing to a 4x increase in platform sales within the following year.

- Defined design governance, handoff standards, and QA practices that supported consistent delivery across multiple simultaneous product tracks with a lean, distributed team.

## Co-founder & Product Designer

July 2012 - July 2014

- **Dilengo | Marseille (France)**
  - Co-built an e-commerce platform designed to support large-scale catalog operations, combining product design, rapid iteration, and cross-functional collaboration in an early-stage environment.
  - Co-built an e-commerce platform supporting **1M+ items** and **100+ merchants**.
  - Led product design across user research, rapid prototyping, and front-end execution to accelerate product definition and delivery.
  - Drove **30+ feature iterations in 6 months**, helping the team move quickly toward public launch readiness.
  - Facilitated cross-functional workshops to align engineering, design, and business stakeholders around product vision, usability, and brand coherence.

## Earlier Product Design Experience

September 2008 - July 2012

- **Galoo, IMGA, Synchron Technologies | Marseille (France)**
  - Built early product design and front-end foundations across startup and platform environments, working on MVP definition, UX structure, branding, and scalable UI delivery.
  - Designed and launched the MVP of a B2B2C platform later adopted by 3,000+ associations.
  - Built modular UI foundations across 200+ screens and 3 core products for an engineering recruitment platform.
  - Led user and customer workshops, front-end implementation, and product structuring in fast-moving early-stage contexts.

---

## EDUCATION

### Engineering degree

- **Groupe 4 Marseille**
  - 2008 - 2011
  - Management (20+ people) · UX · Programming · Design · Art.

### Services & Communication Networks, IUT

- - 2006 - 2008
  - Design & Programming · Internship in UK · Network.

---

## SKILLS

- **Product Operations:** Systems Thinking · Product Operations · Documentation · Roadmapping · Decision Frameworks · Design QA · AI-assisted workflows · Prompt engineering · LLM prototyping
- **Design Leadership :** Product Design Leadership · Design Systems · Design Governance · Team Enablement · Mentoring · Cross-functional Alignment
- **Systems & Scale:** Design Tokens · Component Libraries · Multi-brand Systems · Design–Engineering Collaboration · Contribution Models · Scalable UI Foundations
- **Tools :** Figma · Storybook · Zeroheight · Jira · Confluence · GitLab · HTML/CSS/JavaScript/TypeScript · Notion · Miro

Languages:

- French – Native
  - English – Fluent
  - Spanish – Professional working proficiency (3 years in El Salvador)
-