

Mahtab Abghari

Senior Product Designer – AI and Fintech products

hello@mahttab.com [LinkedIn](#) [Portfolio](#) Calgary, AB, Canada

I design AI products in regulated financial environments. With six years of turning complex, high-stakes problems into intuitive experiences for both startups and large-scale enterprises, I am able to lead solutions end to end, from initial business buy in through to launch. Currently, I focus on how people come to trust, verify and act on model output. I prototype in code, not only in Figma.

Skills & Knowledge Domain

Product Design	Design Engineering	Tools	Known For:
Agentic AI interaction patterns	Rapid prototyping in code	Figma	Systems Thinking
Human-in-the-loop design	Skill Creation	Claude Code	Design Leadership
Model output & error states	Figma + Claude MCP	IDEs: Cursor & VScode	Rapid Prototyping
Conversational & multi-turn UX	Git Workflow	Github	Design/Dev Collaboration

Experience

Sr Product Designer–AI [RBC Borealis](#)

April 2024–Present
Calgary

Design lead for 4 AI products spanning P&C Banking, Capital Markets, and internal tools from 0-to-1 strategy through delivery. Products and Accomplishments include:

- Led design and built a functioning front-end POC for an Advisor Training Tool, letting Call Centre and Home Equity Finance advisors rehearse client conversations against ML-driven agents. The POC demo secured business sponsorship, advancing it to a main initiative.
- Designed and launched an AI-powered semantic search tool for banking advisors, enabling rapid retrieval of procedure documents and generating concise, context-aware summaries to reduce call-handling time. Now used by 2500 call centre advisors.
- Designed a reusable interrupt-and-restore pattern for agentic AI, applied across 3 initiatives spanning Capital Markets, RBC's internal AI assistant, and the Advice Centre live-call assistant.
- Designed demos for RBC Investor Day 2025, leading the creation of a unified experience that connected multiple initiatives across Home Equity Finance, Advice Centre, and Commercial Credit.
- Built and validated an AI-assisted prototyping workflow (GitHub Copilot, Figma MCP, Claude) that let business stakeholders review working POCs instead of static mocks, accelerating design-to-dev handoff.
- Co-designed RBC's internal conversational AI assistant (powered by Cohere's North platform) with one other designer, and led user research beyond generic use cases (including Capital Markets) to validate the solution across specialized enterprise workflows. Now scaled into an enterprise-wide application.

Experience Continued

Product Designer
Finance Professionals
Contract for RBC

Aug 2022 – March 2024
Toronto & Calgary

Prior to Borealis, I was part of the RBC Digital team, designing internal tools that digitized entitlement management for Business Banking advisors – simplifying how they set up and maintained client access and approval rules. Accomplishments include:

- In collaboration with legal and engineering teams, we devised a solution for configuring distinct transaction entitlements for business entities. Our streamlined solution improved the tool's user-friendliness.
- Improved error prevention through cognitive walk-throughs and user testing, resulting in an average document digitization of 2750 a month.
- Designed guided explainers in Figma that serve as training material for new advisors

Visual Designer
Kora Financial Inc.

May 2021 – Aug 2022
Chicago – Remote

Reporting to the head of product as well as collaborating with the product manager, I provided design solutions for college students on their journey to reaching our brand's AHA! moment: being financially prepared by graduation. Major accomplishments include:

- Led the comprehensive company-wide visual and design system re-brand initiative, transitioning from Boro to Kora, resulting in a polished and elevated brand image that debuted in August 2021.
- Executed the design and implementation of a virtual prepaid Visa card, from the initial ideation phase to final approval and implementation. This strategic design played a pivotal role in propelling the Insights tool to reach 100,000 active users by August 2022, contributing to the app's impressive 4.4-star rating in the App Store.

Earlier
2015 – 2021

Digital Designer	<u>Freelance</u>	May 2018 – Aug 2022 · Toronto
Graphic & Web Assistant	<u>TMU University</u>	Sept 2018 – April 2019 · Toronto
Junior Digital Designer	<u>Bluebox Pictures</u>	Oct 2015 – Feb 2017 · Tehran

Brand, editorial and campaign work for clients including Zesty Lifestyle, Avers Design and Tehran's Theatre Group – including an editorial fashion campaign that drove a 40% increase in sales of Avers' Samin clutch.

Education

B(Des) Fashion Communication 	2020
Ryerson University	
Bachelor of Industrial Design Tehran	2015
University of Art	

Certificates

Certified Product Designer Uxcel
Design Accessibility Uxcel
AI for Designers Interaction Design Foundation