Kristian Clinton

Product Design & Delivery | Payments, B2B SaaS & Partner Implementation
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I used to explain the software. Now I make it make sense.

Shopify and Lightspeed taught me what happens after the demo. At ValPay, I took that understanding into product decisions, payments design and delivery. Now I build Kinplan and co-run Um, hello. I connect what people are trying to do with what actually ships.

Case study: kristianclinton.com/work/payments-product-design

Professional Experience

Senior Product Designer

ValPay

Montreal | Jan 2026 - Aug 2026

- Merchants, partners and support were seeing discrepancies across payments, payouts and statements. Turned those problems into reporting requirements, user flows and redesigned screens.
- Took the redesign through engineering handoff and release approval, setting requirements and acceptance criteria. Engineering and QA handled technical corrections and validation.
- Weighed low pre-arbitration incidence against recoverable amounts, fees and delivery effort, then recommended postponing that capability. The accepted decision prioritised reconciliation and usability.

Technical Program Manager

ValPay

Montreal | Apr 2025 - Dec 2025

- Shaped quarterly priorities for CEO/CTO approval and led the 2025 merchant onboarding UI/UX redesign, coordinating requirements, acceptance criteria and release readiness.
- Led Salesforce-to-HubSpot planning, mentored colleagues and resolved blockers while the team executed the migration.

Customer Success Lead

ValPay

Montreal | Apr 2024 - Mar 2025

- Built the merchant help centre as part of the June 2024 Service Cloud-to-Intercom move: organised the information, wrote content, set up integrations and trained six to seven colleagues.
- Process improvements supported approximately 60% year-over-year growth in merchant go-live account volume in Q1 2025.

Selected work across ValPay roles

- Owned B2B SaaS partner implementations from April 2024 to August 2026. Managed about five implementations at a time, coordinating internal and partner engineering teams through integration issues, training and go-live readiness.
- Introduced release documentation at ValPay and generated 42 public release notes. Built an AI-assisted workflow that sent notes when releases were marked Done in Jira.
- Built and published developer documentation from Swagger specs for ValPay's Core, Onboarding and Payments APIs, including authentication and first-request examples.

Go to Market Operations Specialist

Lightspeed Commerce

Montreal | Dec 2023 - Apr 2024

- Supported Salesforce opportunities, contract verification and order management; coordinated merchant onboarding logistics and billing escalations.

eCommerce Technician II

Lightspeed Commerce

Montreal | Jan 2020 - Jan 2023

- Helped merchants configure storefronts and troubleshoot integrations; implemented, debugged and styled HTML, CSS and JavaScript for eCommerce workflows.
- Led webinars and educational-content initiatives contributing to a 15% reduction in seasonal support requests; trained colleagues and maintained knowledge resources.

Senior Contributor

MavTek Inc.

Montreal | Jul 2019 - Dec 2019

- Implemented an internal knowledge-management system, authored KnowledgeOwl documentation and automated KPI gathering through Zapier.

Merchant Success Guru

Shopify

Ottawa | Apr 2017 (approx.) - May 2019

- Helped merchants configure and launch stores, resolve operational issues and adopt platform features; supported renewals and upsells.

Independent Projects

Co-founder

Um, hello.

Montreal | Nov 2026 - Present

- Lead creative direction, copy, design and build for bilingual landing pages, microsites and focused small-business websites.

Founder

Kinplan

Sep 2026 - Present

- Built a live bilingual product for intended parents and known donors to compare expectations and prepare for legal review. Connected questionnaires, shared decisions and contextual AI discussion while keeping saved answers under participants' control.
- Early testers found the questionnaire hard to navigate, and a consent interaction blocked access in one browser. Changed the hierarchy, added a welcome walkthrough and an essential-only fallback, then confirmed successful retesting.

Core Skills

Product design: Discovery, information architecture, user flows, wireframes, prototypes, interface design and engineering handoff; Figma and Magicpath.

Commerce and operations: Merchant onboarding, payment and payout reporting, storefront configuration, integrations, order management and support workflows.

Collaboration and building: Trade-offs, acceptance criteria, reusable patterns and release readiness; HTML, CSS, JavaScript and reviewed AI-assisted React/TypeScript work.