

# Robyn Hwang

## Senior UX Designer

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## About Me

Senior UX designer with 9+ years of experience leading end-to-end product design. Known for driving clarity in ambiguous problem spaces, partnering deeply with product and engineering, and shipping user-centered solutions that move core business metrics. Strong background in conducting research and building human-in-the-loop technology.

Currently I work at legal AI company Ontra on its flagship product, Contract Automation. Over the past 6 years I've been instrumental in launching new tools for our users and driving growth to the business with well-defined designs that marry the needs of the users and the business.

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## Experience

Dec 2019 — Now

(6 yrs+)

### Senior UX Designer

[Ontra](#) | AI-Powered Legal Tech for Private Markets

San Francisco, CA / Remote

- Validated, designed, and launched document markup tool to Ontra's lawyer network, significantly reducing turnaround time
  - Validated, designed, and launched Contract Automation's first SaaS offering, unlocking a new market segment and expanding the company's addressable revenue
  - Collaborate closely with cross-functional teams and stakeholders to set goals and metrics for my team and execute on them with a user-centered focus
  - Lead generative and evaluative research with legal professionals and private markets professionals from top investment banks and private equity firms to shape MVPs with a high value-to-effort ratio
  - Develop AI features from concept to production, pairing predictive models with human-in-the-loop design to deliver meaningful user impact
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Oct 2018 — Nov  
2019

### Product Designer

(1 yr 2 mos)

Wells Fargo Innovation Group

San Francisco, CA

- Led design of an internal chatbot-building platform, enabling non-technical teams to rapidly create, test, and deploy conversational experiences
- Explored and shipped multiple proof-of-concepts, including a biometric authentication flow for banking customers that balanced security, usability, and regulatory constraints

**Sep 2018 — Jun 2019**

(10 mos, part-time contract role)

**Product Designer**

Pavilion (previously CoProcure)

San Francisco, CA

- Partnered directly with the founder to ideate and prototype an MVP search experience aimed at radically simplifying government procurement

**Apr 2016 — Jul 2018**

(2 yrs 4 mos)

**UX/UI Designer**

Infosys Equinox (previously Skava)

San Francisco, CA

- Delivered end-to-end e-commerce experiences for enterprise clients including JCPenney, Apple, and Vantiv, supporting high-traffic, revenue-critical platforms
- Drove the team's transition to Sketch, increasing design efficiency by 4+ weeks per designer per year

**Education**

**Bowdoin College**

B.A. Government & Legal Studies

**Designlab**

UX Research & Strategy

**Skills**

- Product Strategy
- User Research
- 0→1 and Growth-Stage Products
- Facilitation & Workshops
- Design Systems & Scalable Patterns
- Figma