

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.

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 Product Designer

(10 mos, part-time contract role)

Pavilion (previously CoProcure) | Public Procurement Made Simple
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 UX/UI Designer

(2 yrs 4 mos)

Infosys Equinox (previously Skava) | E-commerce Experiences for Enterprise
San Francisco, CA

- Delivered 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