

Ying Wang

I lead product innovation for AI-powered solutions that reshape customer experience and drive business growth.



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yingwang.design

EDUCATION

Master of Business Administration

Carnegie Mellon University
Tepper School of Business

2023 · Pittsburgh, PA

Master of Science Product Service System Design

Polytechnic University of Milan
(Politecnico di Milano)

2015 · Milan, Italy

Innovation and Technology Management

Korea Advanced Institute of Science
and Technology (KAIST)

2014 · Daejeon, South Korea

Bachelor of Engineering Industrial Design

Hangzhou Dianzi University

2012 · Hangzhou, China

SKILLS

Product Strategy	♥♥♥♥♥
Product Design	♥♥♥♥♥
User Data Analytics	♥♥♥
User Research	♥♥♥
Visual Design	♥♥♥
UI Development	♥♥♥

ServiceLink - Fidelity National Financial

Pittsburgh, PA

Vice President, Product Design	Aug 2024 - Present
Director, Product Design and Development	Oct 2022 - Aug 2024
User Experience Manager	Jan 2022 - Oct 2022
Sr. User Experience Designer	Dec 2018 - Jan 2022
User Experience Designer	Nov 2017 - Dec 2018

[Leadership] Directed the product design division—comprising 10 product designers, UI developers, and analysts—driving a strategic shift toward business-driven, innovation-focused, and data-informed practices, supported by AI-assisted design and code generation tools.

[Enterprise AI] Led concept development and product design for human-in-the-loop enterprise AI workflows supporting mortgage document processing and work management, leveraging LLMs, agentic AI, NLP, and computer vision.

[Conversational AI] Led strategic planning and ongoing design for a \$2M call center transformation—identifying communication gaps and partnering with PwC to co-develop an Amazon Connect solution with GenAI-powered call flows and NLP-driven analytics.

[Platform Growth] Drove product innovation and coordinated cross-functional teams across IT, marketing, sales, and operations to launch two integrations with Encompass—the largest loan origination platform in the U.S.—boosting user engagement and driving 15% market growth.

[Workflow Analysis] Mapped internal user journeys and identified 20+ opportunities to integrate AI automation—insights that shaped executive investment decisions around scalability and operational efficiency initiatives.

[Product Design] Designed and shipped 10+ enterprise-scale web and mobile applications for clients, vendors, consumers, and internal users—serving millions and improving operational efficiency by over 50%.

[Design System] Shaped and governed the corporate design system and human-AI interaction standards, ensuring consistent, scalable experiences across products and accelerating cross-team delivery.

★ **Awards:** 2024 *HousingWire Rising Star*, 2023 *HousingWire Tech Trendsetter*, 2021 *National Mortgage Professional 40 Under 40*

Bosch

Pittsburgh, PA / Stuttgart, Germany

Associate UX Designer at Corporate Startup	Oct 2016 - Nov 2017
UX Research Intern at Corporate Research	Aug 2015 - Jul 2016
Service Design Intern at Corporate UX	Oct 2014 - Mar 2015

[Product Pilot] Transferred AI personalization technology from research lab to retail, designing a mobile app for 2,000+ pilot users with SPAR.

[Developer Community] Founded an Internet of Things (IoT) middleware developer community with 1,000+ active users by launching an online platform and organizing two in-person events.

[User Research] Conducted user research with 12 facilities managers and identified 7 use cases for a sensor-enabled smart building application, leading to the transfer of 3 research deliverables to business units.

[User Insights Analysis] Identified 8 service improvement opportunities for the Bosch Heater Customer Services by analyzing the user interview insights from 13 heater technicians.