Mandy Chan

EXPERIENCE

Lead Product Designer

Jul 2023 - Present (freelance)

- Designer for Ambient Security, focused on creating core visualization features that help security teams map relationships across accounts and permissions.
    - Secured 4 major enterprise customers, contributing $1.25M annualized recurring revenue
- Designer for Prodos, a stealth AI startup for financial advisors, joining the founding team to define product vision and establish the visual direction of the platform

Clayground — Co-Founder

May 2023 - Present

- Co-founder of a membership-based pottery studio
- Scaled to $212K in annualized recurring revenue within 8 months

Styra — *UX/UI Designer*

May 2022 - May 2023

- Planned, conducted, and analyzed user research (usability tests, interviews, surveys) to uncover key insights, directly shaping product design decisions and improving user experience.
- Researched accessibility issues and worked with engineering on making the platform ADA compliant, helping sales in its renewal process with a huge customer
- Worked closely with product and eng to improve UX/UI in multiple projects

Looker/Google — *20% UX Designer, Customer Data Analyst*

Apr 2019 - Feb 2022

- Designed features aimed to simplify and improve the analytical experience by conducting research and creating prototypes
- Enabled customers for the Looker data platform by the coaching and clarifying of ideal outcomes (96.6% CSAT across 5193 cases)
- Served as liaison between customer and EDP teams (Engineer, Design, Product) by interpreting and surfacing user insights

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SKILLS

• Data Visualization

• UX Research

• Interaction Design

• Managing Design Systems

• Basic HTML/ CSS

• Figma, Jira, Git

EDUCATION

University of California - San Diego (2008-2012)

B.S in Biochemistry and Cell Biology