Hannah Jiao

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Product Designer

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EXPERIENCE

Remitly, Transact & Track Team
Product Designer
Oct, 2023 - Present / Seattle

- Led design of AI-powered Agent Tool, replacing Salesforce and saving $9M annually.
- Launched Save Draft Transfer, boosting customer satisfaction by 85%.
- Designed Remitly Rewards program across 6 countries, increasing engagement by 78%.
- Enabled global Sending Limits update across 150+ countries.
- Scaled design system with components like bottom sheets, chips, placeholders.
- Contributed to Micro Business initiative for the $325B global remittance market.

Coinbase, Simple Trade Team
Product Design Intern
Jun, 2023 - Sep, 2023 / Seattle

- Redesigned trading experience, improving conversion by 36%.
- Ran design workshops; prototyped Place Order page, reducing user errors by 25%.

Salesforce, Digital Experience Team
Product Design Co-op
Aug, 2022 - Dec, 2022 / Bloomington

- Integrated Trailhead into Salesforce.com, increasing traffic.
- Led A/B testing, cutting task time by 15 seconds.

Rocket Mortgage, Loan
Product Design Intern
May, 2022 - Aug, 2022 / Detroit

- Redesigned loan dashboard, improving usability by 80%, reducing task time by 45%.
- Launched the Rocket Loan Dashboard (web & mobile), driving a 30% increase in self-serve loan pay-off management.

Meetin Gallery
Product Designer
May, 2021 - Aug, 2022 / Bloomington

- Designed and launched an end-to-end website platform for 100+ artists, collaborating closely with engineers and creating roadmaps across the product launch cycle.

PRIOR EXPERIENCE

TMTPost
Senior Brand Manager
May, 2020 - May, 2021 / Beijing

- Published articles with 2M+ readers after 100+ stakeholder interviews.
- Led 30+ design workshops aligning content and product strategy.

Scene Laboratory
Digital Editor-in-Chief
Sep, 2019 - May, 2020 / Beijing

- Rebuilt New Media platform, reaching 5000+ small businesses.

AWARDS

IDA Design Awards
Bronze Winer 2024

NY Product Design Awards
Silver Winer 2024

MUSE Design Awards
Silver Winer 2024

EDUCATION

Indiana University Bloomington
Master of Science, HCI+Design 2023

Shanghai University
Master of Art, Journalism 2018

SKILLS

UX strategy,
User flows,
Concept sketches,
Experience mapping,
Wireframes,
Prototypes,
Mockups,
Motion design,
Design systems,
Branding

User interviews,
Usability testings,
Persona hypothesis,
Competitor analysis,
Tree testing

Figma, Adobe XD,
Sketch, Miro, inVison,
ProtoPie, Keynote,
Zeplin, Photoshop