

Jing Yao (Stacey)

WORK EXPERIENCE

Product Designer / Klarity Health

November 2024 - Present / Redwood City, CA (Remote)

- Contributed to the design and implementation of search and discovery features on a healthcare SaaS platform serving over 80,000 patients, supporting clearer condition identification and improving provider matching accuracy by 35%.
- Designed and refined user flows and interfaces for the appointment booking experience, improving usability and supporting higher conversion rates.
- Designed internal tools for operations teams to streamline workflows, improving cross-functional productivity by 1.4x.
- Supported usability evaluation and experimentation efforts, including A/B testing on consumer-facing features, to inform iterative design improvements.
- Collaborated with PMs, designers and engineers to help build and maintain a scalable design system across web applications.

Product Designer / Amos Trading

Sep 2024 - Nov 2024 / New York, NY

- Conducted user research and usability testing to enhance the functionality and overall user experience of internal systems, incorporating feedback from internal stakeholders.
- Worked with PMs and engineers to redesign the consumer-facing homepage, improving user engagement by 85% through user-centered design solutions.
- Applied research insights to improve usability and user experience across both internal systems and consumer-facing product platforms.

UX Designer / Codepay

Jan 2024 - Sep 2024 / Great Neck, NY

- Designed and optimized the company website, boosting mobile engagement by 40% and increasing validated website visits by 72.5%.
- Collaborated with engineers and cross-functional teams to drive innovation within technical constraints and tight timelines.
- Conducted user research and usability testing to support design improvements and enhance the functionality of user-facing systems.

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EDUCATION

New York University

Class of 2022 / New York, NY

Integrated Design Media (UI/UX Focus)

Master of Science, Tandon School of Engineering

Award: IDM Scholarship

University of California, Berkeley

Class of 2019 / Berkeley, CA

Media Studies

Bachelor of Arts

SKILLS

Interaction Design / User Flow /
UI Design (web, mobile) /
User Research / Usability Testing /
Information Architecture / Wireframes /
Prototyping /
Visual Design / Accessibility (WCAG) /
UI Specification / Design Systems /
Persona / Journey Map /
Responsive Design / Content Design /
Service Design / Data Visualization /
Problem Solving / Agile /
Design Thinking / Product Strategy /
Storyboard / Motion Design /
Presentation / Communication /
Collaboration / Product Management

PROTOTYPING TOOLS

Figma / Sketch / Adobe Creative Suite /
InVision / Webflow / Principle /
Miro / Keynote / Html / CSS / JavaScript