

Carly Stilson

SEATTLE, WA

SENIOR PRODUCT DESIGNER

CONTACT

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ABOUT ME

Senior Product Designer creating simple, trustworthy experiences for complex internal tools and customer communications. I thoughtfully leverage emergent AI and agentic tools to streamline my process without compromising quality.

EDUCATION

AAS, GRAPHIC + UX DESIGN

September 2020 – June 2022

Seattle Central Creative Academy
3.9 GPA, President's + Dean's list

EXPERIENCE

BESTOW

Senior Product Designer · *March 2026 – Present*
Product Designer · *April 2024 – March 2026*

Improving the internal admin platform that agents use to service life insurance policies and communicate with policy owners.

- Redesigned how agents service policies and send communications to policy owners, reducing time to resolution and meeting service-level targets.
- Partnered with Product and Engineering stakeholders to translate requirements into design strategy for an underserved platform as call volume grew.
- Incorporated research and test findings from customer experience agents to make informed design decisions and prioritize high-impact improvements.
- Built an internal AI-powered journey mapping tool that turns interview insights into visual customer journeys.
- Designed simple, scannable workflows so new agents ramp up quickly and handle more calls with confidence.

SKILLS

Translating product requirements into design strategy.

Partnering with Product and Engineering stakeholders.

Designing for human diversity and accessibility (WCAG).

Leveraging design systems and shared component libraries.

Wireframes, mockups and prototypes at every fidelity.

Agentic design and prototyping tools, through front-end code.

TOOLS

DESIGN

Figma, Cursor, Claude

RESEARCH

LogRocket, Maze, UserTesting

CODE

GitHub, Webflow, Storybook

COLLABORATION

Google Suite, Jira, Confluence, Notion, Slack

DISCOVERY EDUCATION

Product Designer · *August 2023 – April 2024*

Associate Product Designer · *July 2022 – August 2023*

Designed student and educator experiences for Reading Park, an interactive K–2 literacy product.

- Translated classroom teaching methods into accessible lessons, including a syllabication interaction for touch, mouse and keyboard across devices that became a reusable pattern.
- Designed navigation unifying a new reading product with the existing educator platform.
- Partnered with content, art and engineering teams from conception to release.