

Hiya! I'm **Chloe Harris**, a **Product Designer @ Disney in Los Angeles, CA**, with a flair for blending business and user needs. Proven through **4+ years** of crafting uplifting solutions and driving results through collaborative innovation.

Education

University of California, Davis
B.A. Communications emp. Design

Santa Monica College
Design & Communications

Taylor's University
Business Admin. & Marketing

Skills

Interaction Design
User Experience Design
Visual Design
Collaboration
Curious learner
Empathetic
User Research
Research Synthesis
Usability Testing
UX Journey Maps
User Advocation
Design System
Prototyping
Mock Ups
Product Strategies
Problem-Solving

Tools

Figma · Sketch · Framer · Zeroheight ·
Miro · Adobe CC (XD · Illustrator ·
Photoshop · Lightroom · Premier Pro ·
After Effects and · InDesign) · Jira ·
Slack · Storybook · React · Notion

Languages

English
Mandarin/Cantonese
Malay

Ask Me About

My 3 pound Pomeranian named
Comet · My favorite national park
· How many plants I own

July 2024 - Present

Product Designer / Disney Parks and Experiences

Spearheaded the end-to-end redesign of a legacy 12-year-old internal application, transforming outdated paper-tracking systems into a streamlined platform used by hundreds of Disney Cruise Line crew members.

Established a long-term partnership with product leadership, securing continued investment and roadmap alignment to scale the platform across recruitment, certification, and training tools.

Designed cohesive mobile-to-web experiences, systematizing responsive patterns and layouts across 12+ Disney Signature brands — including vacation homes, expeditions, cruises, and business programs.

Built and integrated a new design system and component library tailored to Disney Cruise Line, fully adopted by engineering and inspiring future UI app builds within the internal ecosystem.

November 2022 - July 2024

Product Designer / American Specialty Health

Implemented a shared ownership design system model that established a collaborative culture across teams, leading to an increased adoption rate from 20% to 88% across seven products.

Secured new funding for a fall-prevention telehealth platform through collaboration with Cigna Ventures and Blue Cross, leveraging a scalable design system that accelerated delivery and enabled new business opportunities.

Led UX research within agile sprints, breaking down silos between design, product, and engineering to drive iterative improvements.

Utilized research methods to advocate for behavior change, adoption, and feature improvements related to user needs and business goals, leading to a 30% boost in provider conversion rate.

Developed systematic design guidelines and pattern libraries, enabling teams to align roadmaps, scale consistent features, and ship more efficiently.

March 2021 - August 2022

Product Designer / Peer Collective

Designed and launched an end-to-end mental health web platform, helping secure over \$1M in seed funding within the first year.

Led UX strategy across the booking funnel, balancing product scoping, budgets, roadmap constraints, and tight sprints to deliver an intuitive user experience.

Led UX strategy to improve usability and conversion, using persona development, journey mapping, A/B testing, cognitive walkthroughs, wireframes, and prototypes — resulting in a 50%+ increase in user conversion within one year.