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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
Mobile & Web Experiences
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 4 lb pomeranian · My favorite
national parks · How many plants
I own

July 2024 - Present

Product Designer The Walt Disney Company

Spearheaded the end-to-end redesign of a legacy 12-year-old internal application, transforming outdated paper-tracking systems into a streamlined platform used by hundreds of Disney Cruise Line crew members.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-first 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 component library tailored to Disney Cruise Line, fully adopted by engineering and inspiring future UI app builds within the internal ecosystem.

Redesigned Disney Vacation Club's entire internal tool for resort pricing and inventory which supports sales staff and led to a reduction in errors, accelerated approvals, and improved overall operational efficiency across the org.

November 2022 - July 2024

Product Designer American Speciality 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 mobile-first 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 and mobile app, 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.

Improved usability and conversion by 50% in one year, using persona development, journey mapping, A/B testing, cognitive walkthroughs, wireframes, and prototypes