Yuyin Sun

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AI Product Designer | Specializing in Agent UX, LLM Interfaces, and B2B SaaS.

EXPERIENCE

Product designer

FelixSphere

April 2024 - now
Burlingame, CA

Led 0-to-1 design of an AI-powered SaaS management platform that automated offboarding, usage and expense detection, **driving $900K in ARR and onboarding 20+ enterprise clients.**

Initiated onboarding redesign base on user interviews insights using guided setup flows and streamline integration, inproving **activation by 50%** and **reducing setup time by 40%.**

Directed the creation of AI interaction flows, including agent tooltips, fallback logic, and prompt scaffolding with CFX team, improving discoverability and legibility, **boosting CSAT to 4.3/5.**

Designed and shipped a scalable React design system with accessible color contrast and documentation, improving UI consistency across 7 modules and **cut component dev time by 30%.**

Conducted 50+ partner interviews and usability tests to identify friction in app management workflow and drive iterative improvements that meet business goal.

Product designer

Arktera.AI

Sep 2023 - April 2024
Palo Alto, CA

Conceptualized and designed AI trading mobile app to transform market data into podcast summaries using Azure Text-to-speech API, **driving 1,000+ downloads &150+ DAUs.**

Reshape AI assistant behavior including prompt suggestions, summary explainability, and interaction logic in collaboration with ML engineers, **increasing system usability scale to 75.**

Redesigned app information architecture and summary cards with clear visual hierarchy, enhancing scanability, **reducing task time by 25%, and minimizing cognitive load.**

UX Design Intern

Orby.AI

Jan 2023 - July 2023
Palo Alto, CA

Lauched AI monitoring dashboards with performance metrics, task progress tracking and alert workflows, contributing to **30% operational efficiency gains.**

Mapped anomaly detection journeys and term accuracy drill down to help users interpret and override automated actions, enabling **40% increase in trust metrics.**

Delivered a high-fidelity MVP through iterative sprints, usability tests, and stakeholder validation, helping secure product's proof-of-concept **funding from Google.**

Designer

Skidmore, Owings & Merrills

Feb 2021 - Sep 2023
San Francisco, CA

Delivered urban design user flows, integrating stakeholder-driven scenario mapping in 50+ global sustainability-focused projects.

Facilitated stakeholder workshops to ensure alignment across technical and business goal.

AWARDS

JourneyLinks

2024 Design Award

A' Design Award - Gold	Muse Design Award - Silver
IDA Design Award - Gold	Indigo Design Award - Silver
London Design Award - Gold	Spark Awards - Bronze

EDUCATION

University of Virginia   Master of Landscape Architecture   3.9/4.0 GPA   2018 - 2020

SKILLS

Figma, Sketch, Adobe Creative Suite, Tailwind CSS, Webflow, Miro, Principle, Protopie, InVision, Framer, Unity, Flinto, HTML& CSS, Javascript, Jira, Asana, Rhino 3D.

High-fidelity prototypes, Mobile & responsive Web UX, SaaS product design, User experience design, Information architecture, Data visualization, Interaction design, Design system, Wireframing, User journey, User flow, Agile methodologies, Accessibility, Visual design

User interview, Usability testing, Heuristic evaluation, Affinity mapping, A/B testing, Competitive analysis, Quantitative & qualitative research, User journey map, User flow, Persona