JACKSON JIANG

PRODUCT DESIGNER

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AWARDS

Information Is Beautiful Longlist
2024

IxDA Shortlist
2023

BACHELOR OF DESIGN, INTERACTION DESIGN
University of Washington
2018 – 2023

UX DESIGNER
T-Mobile
Dec 2025 – Present

Led end-to-end design for multi-month renewal and billing detail flows across mobile and web platforms, supporting high-traffic consumer experiences.

Partnered closely with product, engineering, and user research to translate complex business requirements into clear, scalable interaction models.

Drove design decisions through usability testing and qualitative research, iterating on flows to improve clarity, efficiency, and user confidence.

PRODUCT DESIGNER
Akkio
Nov 2024 – Nov 2025

Led design in AI-driven marketing workflows that transform data into insights and actionable marketing decisions, reducing decision-making time by 30x.

Refined Akkio's chart library and visual language to improve clarity, hierarchy, and narrative flow across complex datasets.

Designed expressive yet disciplined data visualizations that balanced analytical depth with approachability, maintaining brand consistency across the platform.

PRODUCT DESIGNER
Arca
Mar 2022 – Jun 2023

Developed interface for a smart camera control app, prioritizing privacy for secondary stakeholders while showcasing research outcomes and instilling trust and security.

Led the creation of high-fidelity prototypes, emphasizing privacy in smart cameras and spatial sensing technologies, and fostering ethical considerations through UI.

The project was finalist for Interaction Awards 2024.

UX DESIGNER + FRONTEND DEVELOPER
RPI Print
Apr 2022 – Sep 2022

Collaborated with the engineering team to modernize the factory order management system, clarifying task flows, establishing a coherent visual hierarchy, and improving error prevention. Achieved a 60% reduction in average task completion time.

Designed a scalable UI system and development guidelines tailored to the company's evolving production needs and limited development capabilities.