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| SINDY HUANG |  | SENIOR UX/PRODUCT DESIGNER Product Designer with 6+ years of UX/Product Design experience delivering interactive products, SaaS platforms, and gamified systems. Skilled across the full design cycle—from discovery and stakeholder alignment through wireframing, prototyping, testing, and delivery. Experienced in design systems, research, and client-facing collaboration. | |
| TOOLSFigmaSketchAdobe Creative Suite:PhotoshopIllustratorInDesignXDJIRAExcelMirotrymata.comuserinterviews.comdovetail.comheap.ioSKILLS AND KNOWLEDGE  * UX Design * UI Design * Product Design * UX Research * Usability Testing * Accessibility Design (508/WCAG/ADA Compliance) * Wireframing * Prototyping * Journey Mapping * User Flow Design * User Persona Development * Design System Creation and Management * Print Design * Cross-functional Collaboration * Agile Design Methodology * Project Management * Content Review and Proofreading * Design for K-12 Audiences * Knowledge of Bloom’s Taxonomy in Educational Design * Human-Centered Design * Mentoring |  | SUMMARY  * Hands-on experience with the full design cycle: discovery, stakeholder alignment, wireframing, prototyping, usability testing, and iteration. * Client-facing experience presenting design work and collaborating with partners such as Microsoft and TRUTH Initiative. * Thrives in fast-paced, lean environments, skilled at pivoting quickly while maintaining design quality and cross-functional collaboration. * Designed within and evolved design systems and component libraries to ensure scalable, consistent, and accessible UI. * Led UX research and usability testing across a broad age range from preschoolers to adults to optimize engagement, accessibility, and user experience. * Led accessibility reviews and WCAG compliance updates at EVERFI, ensuring courses met ADA standards.  EXPERIENCEUX/PRODUCT DESIGNER | EVERFI (Contractor) | Feb 2020 – Dec 2024 *Online education platform offering digital courses for K–12 students, employees, and communities.*  Collaborated with the EVERFI team to design and develop WCAG 3.0 compliant wireframes, prototypes, and template libraries, and conducted user testing and course reviews across desktop and mobile platforms. Notable projects:  * **WORD Force:** designed and tested a 15-game literacy adventure for children (K–2), iterating on UI/UX to improve engagement and retention. Directed usability testing with preschoolers and adapted flows based on behavioral insights. * **Money Moves (Zelle):** designed and gamified a financial literacy course for high school students.  Key Responsibilities:  * **End-to-end design:** conducted discovery with stakeholders, created wireframes and prototypes, and conducted usability testing. Created course rhythms, user flows, low- and high-fidelity wireframes and prototypes for web, mobile, and tablet standards. * **User research testing:** conducted extensive user research via unmoderated tests through prototypes and live sites, using platforms such as Trymata, UserInterviews, and Dovetail. This included diverse audiences such as adults, high schoolers, and preschoolers. Performed a balanced mix of qualitative and quantitative testing and analysis to improve product components, ensuring enjoyable engagement, accessibility, and frictionless user experience. * **Design system owner:** Managed and maintained design systems and component libraries, ensuring scalability, accessibility, and consistent UI across products. Assisted developers in maintaining and updating the SDK and component library. * **WCAG/Accessibility:** designed WCAG 3.0 compliant wireframes, prototypes, and template libraries, and conducted user testing and course reviews across web and mobile platforms. * **Cross-functional collaboration:** partnered with Product, Engineering, and LX teams to ship interactive, gamified experiences. * **Product QA:** conducted design QA to ensure quality and consistency.  Process Advocacy:  * **Helped define and mature the UX testing process:** integrated usability testing into projects as a standard practice and evolved methods as team needs grew.  UX/PRODUCT DESIGNER | The Game Agency (part of ELB Learning) |  Feb 2020 – Dec 2024 *Software company offering SaaS and custom-built game-based applications for use in education, corporate training, and consumer marketing.*  Designed wireframes, created template libraries, reviewed for accessibility, developed prototypes, conducted user testing, and reviewed courses for corporate education programs. Notable Projects:  * **Microsoft Learn’s Cloud Game:** collaborated with cross-functional teams to develop and gamify training materials and designed the user interface. Worked closely with the development team in a fast-paced environment to create a facilitator dashboard enabling co-op play functionality. * **The Training Arcade®** (SaaS Product): designed for The Training Arcade®, a SaaS platform for gamified learning—contributed to UX guidelines, design system improvements, and client usability. * **ELB Learning Design System**: mentored and contributed to the review and feedback process for updating ELB Learning’s design system, ensuring consistency and usability across their educational products.   Key Responsibilities:  * **Lean, fast-moving teams:** often pivoted between long-term projects and urgent client pitches. * **Cross-functional collaboration:** worked closely with Dev, PM, LX, and Art teams to ensure functional, engaging designs.  VISUAL DESIGNER | Remine | May 2018 – Aug 2019 *Real estate SaaS platform that brings home buyers, home sellers, real estate agents, and lenders together on a single platform.*  Partnered with Leadership, Marketing, and Product teams to establish a cohesive brand identity applied consistently across internal and external channels. Key Projects and Responsibilities:  * **Brand Identity Development**: worked closely with Marketing and Leadership to create a unified brand identity, driving consistency across all platforms and communications. * **Corporate Landing Page Redesign**: collaborated with Marketing and Engineering to refine brand identity and redesign corporate SaaS landing page. * **Accessibility Audit**: conducted accessibility audits with Engineering to improve compliance. * **Art Direction and Brand Guidelines**: provided art direction to develop comprehensive brand guidelines for both internal and external use and designed a promotional brand book to align all communications. * **Design for Marketing and Social Content**: led the design of wireframes, templates, and high-fidelity mockups for marketing campaigns, social content, and overall art direction.  EDUCATIONB.A. in VISUAL COMMUNICATION DESIGN Virginia Polytechnic Institute and State University (Virginia Tech) Aug 2004 — May 2009 | |