

Tiffany Truong

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Summary

Former NASA researcher turned Senior Product Designer with 6 years in complex, data-heavy B2B SaaS across compliance, sustainability, and healthcare. I specialize in turning dense, regulated workflows into experiences people can seamlessly navigate, from 0-to-1 MVPs to scaling enterprise systems. I bring structure to ambiguity through systems thinking, AI-accelerated prototyping, and close collaboration with stakeholders.

Experience

Courted Real Estate (Contract)

New York, NY

Lead Product Designer

Apr 2026 - Present

- Currently leading end-to-end design for Courted's agentic vertical, comprised of four features built to reduce churn across 1,300 customers and keep pace with competitors' agentic offerings, partnering with co-founders and product to scope and deliver each MVP
- Spearheaded the entire design process from competitive research through defining scope, user journeys, rapid prototyping, hi-fi designs, design QA, and beta research, documenting aligned decisions in a shared source of truth to keep co-founders, product, and engineering moving through build
- Defined the company's first AI design patterns across all four features, including thinking states, output formats, widget behavior, and various question handling use cases, establishing a responsive system that cut design and engineering time on each feature after the first

Workiva

New York, NY

Senior UX Designer

Sept 2024 - Nov 2025

- Led design for carbon accounting workflows including calculations, supplier data collection, and utility integrations, reducing manual spreadsheet work and strengthening auditability to close competitive gaps and expand new ICPs
- Translated complex sustainability data frameworks into actionable design requirements in partnership with PMs, engineers, and subject matter experts to build an in-app carbon calculator experience from 0 to 1
- Initiated and documented design system usage guidelines for 5 components, establishing standardization and consistency across the product to reduce inconsistent pattern usage across the design team

ESG Flo

New York, NY

Founding Product Designer

Aug 2023 - Jul 2024

- Owned end-to-end design of a 0-to-1 sustainability reporting and compliance platform as the sole designer, defining the IA, navigation patterns, and core workflows from scratch to deliver an audit-ready MVP that acquired 5 new customers within 1 month post-launch and contributed to the company's \$12M Series A milestone
- Spearheaded the company's first design system post-launch, building a lightweight component library and pairing with engineers to build it out in Storybook to ensure design consistency as the

product scaled

OneStudyTeam

Remote

Product Designer

Oct 2021 - Dec 2022

- Designed bulk upload, document preview, and versioning workflows for the Source Documents platform, cutting time clinical sites spent on manual data entry and duplicate reconciliation by 50%
- Planned and moderated usability sessions with study coordinators, translating findings into workflow changes that reduced errors under clinical regulatory constraints

KBRwyle (NASA Contract)

Mountain View, CA

Associate UI/UX Designer

Jan 2021 - Oct 2021

- Designed 3 features for NASA's rover data visualization software, running user research and usability testing with mission stakeholders and partnering directly with developers through handoff to turn complex geospatial and scientific data into actionable insights for mission teams

Freelance

Remote

UI/UX Designer

Jun 2020 - Aug 2023

- Redesigned client websites to improve UX with the goal of increasing customer engagement and set up user analytics to measure impact over time

NASA Ames, Senti Biosciences, Harpoon Tx

South San Francisco, CA

Scientific Researcher

June 2017-Dec 2020

Skills

Core Competencies: Systems Thinking, Information Architecture, Interaction Design, Design Systems, User Research, Service Design, Journey Mapping, Usability Testing, Rapid Prototyping, Stakeholder Management

Tools: Figma (Design, Make), Webflow, Jira, HTML5, CSS, Claude (Cowork, Skills), PostHog, Google Analytics

Education

Front End Web Development Certification

General Assembly

UI/UX Design Certification

Designlab

Bachelor of Science in Biology

University of California - Los Angeles