

Jess Phoa

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Education

Carnegie Mellon University 2015

Master of Human-Computer Interaction

B.A. History & HCI

Graduated with University Honors

Harrison Metal

General Management

Skills

User research

Wireframing

Technical & UX writing

Leading design workshops

Maintaining design systems

Data visualization

Product management

Interactive prototyping

Sketching & illustration

HTML & CSS

Tools

Figma

FigJam

Miro

Sketch

Procreate

Photoshop

Illustrator

InDesign

UserTesting

Marvin

Notion

Experience

Product Design Lead, Good Dog

Jun - Nov 2022 · Remote, based in OR

Elevated application and communication experiences across desktop, mobile web, and native app to facilitate the buyer x breeder puppy matching process. Founding member of the Social Committee, an internal group dedicated to improving company culture.

Senior Product Designer, Gladly

Apr 2021 - May 2022 · Remote, based in OR

Built self-service tools to help retail brands set up and maintain Gladly, an all-in-one customer service platform to increase satisfaction and retention. Founding member of Gladly's Diversity, Equity, Inclusion, and Belonging (DEIB) Council and Asian ERG member.

Senior Product Designer, Chartbeat

Jun 2018 - Apr 2021 · New York, NY

Evolved Reports, automated emails featuring data visualizations, to empower the world's newsrooms to make smarter, faster decisions. Collaborated with product and engineering to upgrade admin workflows. Founding member and Treasurer of Chartbeat's Diversity, Equity, and Inclusion (DEI) Committee.

Lead UX Researcher & Designer, Mastercard

Jun 2016 - Jun 2018 · New York, NY

Managed end-to-end qualitative research efforts to inform design strategy for digital payment products. Partnered with product and engineering teams to redesign the Mastercard Developers and Masterpass web experiences.

Mentorship

Design Mentor, MentorCruise

Aug 2020 - Present · Remote

Alumni Career Mentor, Carnegie Mellon University

Jan 2019 - Present · Remote