

Steve Chen

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Professional Summary

Product designer and builder with over a decade of experience leading design across startups and large tech companies, including Meta, Intuit, and LinkedIn. Passionate about building AI-powered tools and driving meaningful impact through customer-centered design, with a focus on new interaction paradigms, mobile apps, accessibility, and emerging technologies. Equally at home in scrappy startups and large-scale team operations.

Professional Experience

Meta

September 2021 - July 2026

Lead / Product Designer

Menlo Park, CA (Remote)

- Led product design for an enterprise investigation tool protecting Meta's family of apps against complex threats across 190 countries, used by 15,000 monthly active investigators.
- Led AI-first product strategy and design that consolidated 16 fragmented internal tools into a unified investigation platform.
- Defined Meta's first AI-led investigation workflow, reducing cognitive load while preserving human decision-making.
- Owned end-to-end UX, interaction design, prototyping, usability testing, and front-end engineering using AI-assisted development workflows.
- Launched a live pilot in 3 months, reducing investigation handling time by 93% with zero critical issues.

Intuit

August 2017 - August 2020

Lead / Principal Product Designer

Mountain View, CA

- Led the Design Systems team through an end-to-end redesign of QuickBooks' flagship products, rolling out a unified experience across 12 enterprise and market tools.
- Scaled the design language across a 250+ member community through contribution models, workshops, training, office hours, and design governance.
- Architected a scalable component and design-token system that accelerated and empowered engineering and product delivery.
- Shipped 41 new components in 6 months, with 90% adoption of the new design language, establishing a single source of truth.

Samsung

January 2017 - July 2017

Lead / Staff UX Designer

Mountain View, CA, USA

- Led product design and guided product strategy for Samsung+, an Android customer-support application with 50M+ downloads.
- Led the end-to-end user experience design for Samsung+ premium registration and chatbot support experiences.
- Led UX quality processes through audits and measurements, and trained and mentored designers on craft and best practices.

LinkedIn

April 2014 - May 2016

Lead / UX Designer

Sunnyvale, CA

- Served as design lead and sole product designer for LinkedIn's native Job Search app on iOS and Android, reaching 10M+ downloads.
- Designed a personalized Discovery feed that turned passive job search into career exploration, shipping the MVP in 6 months.
- Led the iOS and Android redesign of the app, which was featured in the Google Play Store and ranked #1 in its category.
- Partnered with product management, engineering, research, design, and Google teams to maintain feature parity through agile sprints.

AnchorFree

June 2013 - April 2014

Lead / Senior UX Designer *Mountain View, CA, USA*

- Led end-to-end UX/UI design and redesign initiatives for Hotspot Shield VPN across desktop, mobile, and web, supporting a product with 200M+ downloads.
- Delivered cohesive experiences across iOS, Android, Windows, Mac, browser plugins, landing pages, and marketing collateral, partnering with product, engineering, and marketing.

Tango.me

September 2012 - May 2013

UX / Visual Designer

Mountain View, CA, USA

- Led product design for Tango iOS and Android features for a social messaging platform with 200M+ downloads.
- Designed and shipped Address Book Import, onboarding, and video-sharing experiences, plus marketing collateral.
- Streamlined production workflows by automating redline and asset export, and onboarded and trained new designers on production processes and best practices.

Shmoop

May 2012 - July 2012

Lead Designer

Mountain View, CA, USA

- Led UX/UI design for a digital educational publishing company with over 400K MAU, across websites, applications, and micro-sites.
- Partnered with executive, engineering, and project stakeholders to define redesign strategy, goals, and roadmap.

Issio Solutions

November 2011 - May 2012

Founding Designer

Lafayette, CA, USA

- Led end-to-end product design for Issio EMR across iOS and web.
- Collaborated with executives and key stakeholders to design and build a cohesive design language and scalable brand experience.
- Launched a beta in six months and deployed across seven HCA Healthcare surgery centers, replacing manual workflows with real-time digital experiences.
- Onboarded and mentored incoming designers, streamlining workflows and production processes.

Self-Employed

September 2007 - June 2012

Freelance Designer

Sunnyvale, CA, USA

- Led end-to-end design for client projects across e-commerce, social media, retail, informational platforms, and non-profits, from discovery to final deliverables.
- Translated user research into flowcharts, wireframes, and high-fidelity mockups, and designed brand identities, logos, and marketing collateral.

Awards & Recognition

Google Play Editor's Choice (2016)
LinkedIn UED Rockstar Award (2014)

Skills

Skills: AI product design, Agentic UX, Generative AI product experiences, Agentic interaction patterns, Responsible AI tool integration, Product strategy, Product vision, Roadmap planning, Stakeholder alignment, Prioritization, Cross-functional team leadership, Design systems, Component libraries, Design tokens, Information architecture, Multi-platform design, User-centered design, Interaction design, Visual design, UI design, UX design, Mobile UX, Prototyping, Responsive design, Accessibility, User research, User flows, Wireframing, Mockups, Usability testing, High-fidelity prototyping, Front-end implementation, Design critiques, Mentoring, Coaching, Design operations, Design governance, Contribution models, Design workshops, Training, Office hours, Agile, Product design, Investigation workflows, Human-in-the-loop AI, Customer support applications, Mobile application design, iOS, Android, Windows, macOS, Web application design, Responsive web design, Educational technology, Healthcare technology, Electronic medical records (EMR), VPN products, Social messaging

products, Lifecycle marketing design, Figma, FigJam, FigmaMake, Claude design, Framer, Framer AI, VS Code, Claude, ChatGPT, Gemini, Google Stitch, Sketch, Zeplin, Lingo, Abstract, Principle, Adobe Photoshop, Adobe Illustrator, JIRA, Confluence

Languages

English, Mandarin

Education

Art Institute of California - San Francisco <i>Associate of Science (AS), Web Design and Interactive Media</i>	2011
Hawaii Pacific University <i>Bachelor of Arts (BA), Advertising</i>	2007