

Katherine Chhay Chen

Portfolio

katherine-chhay-chen-design.com/

Contact

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Skills

- Accessibility (WCAG)
- Agile/Scrum
- AI-Assisted Workflow Design
- Cross-Functional Collaboration
- Design Ops
- Design Systems
- Expert Figma (components, variants, auto-layout, design systems)
- Information Architecture
- Interaction Design
- PRD Writing
- 0→1 Product Design
- Stakeholder Management
- Technical Writing
- UI Design
- UX Research & Usability Testing
- Wireframing & Prototyping

Tools & Software

- Adobe Creative Suite
- Asana
- AWS
- Claude (Chat, Code, and Design)
- Confluence
- Content Stack
- Draw.io
- Figma (FigJam, Figma Make, etc)
- Framer
- Jira
- Miro
- Notion
- Replit

About

I'm a Senior Product Designer who loves bringing structure to complex products and turning them into simple, human experiences. With a background in graphic design and a love of language, I design like a translator — making ideas clear, intuitive, and inclusive. I've led 0→1 initiatives, designed AI-assisted workflows, and stepped into the PM role when the work called for it.

Experience

Exxact Corporation

Senior Product Designer

Jan 2022 - Present

- Led end-to-end UX/UI design of AI-assisted workflows, from concept through developer handoff, with a focus on transparency, feedback states, and edge-case handling in complex, data-heavy interfaces.
- Built and maintained a scalable design system (40+ components, 100+ design tokens) in Figma, cutting handoff time by 30% and establishing shared patterns across the product.
- Owned features independently across a rapidly evolving, feature-dense product; proactively communicated WIP, flagged risks early, and iterated quickly on feedback.
- Conducted generative and evaluative user research (interviews, usability testing) and synthesized findings into actionable design decisions and PRDs.
- Led roadmap planning and project scoping in the absence of a dedicated PM, aligning metrics, research insights, and cross-team deliverables.
- Led usability testing cycles that raised accessibility compliance from 60% → 85% (WCAG). Improved product quality by owning pre-ship QA, reducing UI bugs by 25–40% through refined handoff processes and close collaboration with engineering.
- Contributed to 0→1 product initiatives, defining requirements, workflows, and foundational design patterns from scratch.
- Acted as cross-functional liaison between Marketing, Product, and Engineering to align execution and reduce back-and-forth.

Design and Brand Specialist

Jan 2021 - Jan 2022

- Improved scalability by refining workflows and QA processes, reducing UI bugs by 25–40%.
- Led weekly critiques, workshops, and training sessions to improve team alignment and design quality.
- Managed Jira flows, defined timelines, and surfaced risks to keep initiatives on track.
- Translated brand + product requirements into consistent digital experiences across multiple touchpoints.

BoxBox Studios

UX/UI Designer (Contract)

Nov 2019 - Feb 2021

- Designed game UI flows, wireframes, and interactions in partnership with developers.
- Created and iterated mockups based on user testing to improve clarity and playability.
- Collaborated with artists to maintain consistent visual style across UI and animations.
- Applied color contrast and accessibility principles, including support for color-blind users.

Transifex

Graphic Design Intern

Feb 2020 - Sept 2020

- Created wireframes, mockups, and marketing visuals across web and brand touchpoints.
- Collaborated with marketing stakeholders to maintain consistency across digital surfaces.

Education / Certifications

San Jose State University

BFA Graphic Design, Minor in Japanese

2015 - 2020