

Jackie Khuong

Product Designer

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SUMMARY

Product designer with two years of experience on an AI-first B2B SaaS product, owning research, interaction design, and high-fidelity UI across desktop and mobile. Shipped work that turned every pilot into a paying enterprise customer. B.S. in Human-Centered Design & Engineering, University of Washington.

EXPERIENCE

Product Designer | **Teameight**, Seattle, WA Oct 2024 – Present

- Built an AI-powered revenue SaaS product from 0→1 over two years, resulting in 4 signed enterprise customers and over \$40K in ARR (first-year design-partner pricing).
- Owned end-to-end product design across desktop and mobile — from product requirements documents (PRDs) through high-fidelity Figma UI — partnering with the CEO and PM on product direction and with engineering on implementation.
- Designed the UX for a first-of-its-kind in-meeting presentation and agentic coaching overlay, iterating through user interviews and working sessions with design partners.
- Shipped 25+ web-app features across role-based views (Account Executive, Manager, Admin, and internal roles), built to WCAG AA accessibility standards and resulting in 100% pilot-to-customer conversion.
- Owned the marketing website (HTML in WordPress) and used AI tools to build SEO/AEO analysis agents that grew site traffic 61.8% in three months.
- Established the brand identity — logo, typography, and color — applied across product, pitch and VC decks, solution briefs, and conference marketing including the Dreamforce booth.

Figma Campus Leader | **Figma**, Seattle, WA Aug 2024 – Jun 2025

- Planned FigBuild 2025, a global Figma design-a-thon with 5,345 participants worldwide, and led on-site event operations for 200+ University of Washington participants.
- Organized Auto Layout and Figma Slides workshops for 50+ students.

UX Designer (Capstone) | **PACCAR**, Seattle, WA Jan 2025 – Mar 2025

- Led a team of 4 designers to design next-generation electric semi-truck consoles, field-testing prototypes with PACCAR truck drivers on a test track.
- Presented designs to senior stakeholders to drive toward production; awarded the HCDE Capstone Innovation Award.

UX Researcher | **Learners**, Seattle, WA Jun 2024 – Sep 2024

- Conducted user interviews, surveys, and concept testing to address a 90% churn rate in the Learners app.
- Synthesized findings into feature prioritization and product strategy recommendations for the app's redesign.

SKILLS

Design: User Experience (UX) Design, User Interface (UI) Design, Interaction Design, Visual Design, Wireframing, Rapid Prototyping, Design Systems, Information Architecture, Accessibility (WCAG AA), Brand Identity

Research: User Research, User Interviews, Usability Testing, Surveys, Concept Testing, Research Synthesis, Feature Prioritization

Tools: Figma, Adobe Creative Suite, HTML/CSS, WordPress, Elementor, AI Tools

Product: PRD Writing, Product Strategy, SEO/AEO & Schema Markup, Cross-Functional Collaboration, Stakeholder Presentations

EDUCATION

University of Washington, Seattle, WA

B.S. Human-Centered Design & Engineering, Minor in Data Science

Leadership: UX@UW Marketing Director · HCDE Associate Student Body · Theta Tau Professional Engineering Fraternity