

STEVE CHEN

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PROFESSIONAL SUMMARY

Senior Product Designer with experience leading 0-to-1 and scaled product initiatives across startups and global technology companies. Expertise in AI-powered products, product strategy, end-to-end UX/UI design, interaction design, mobile applications, design systems, accessibility, and customer-centered innovation. Collaborative player-coach who partners across product, engineering, research, data, and operations to deliver measurable customer and business impact.

PROFESSIONAL EXPERIENCE

Meta

September 2021 - July 2026

Lead / Product Designer

Menlo Park, CA (Remote)

- Led product design for enterprise investigation tool, protecting Meta's family of apps against complex threats across 190 countries with 15,000 MAU.
- Led AI-first product strategy that consolidated 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 95% with zero critical issues.

Intuit

August 2017 - August 2020

Lead / Principal Product Designer

Mountain View, CA

- Led end-to-end product design for QuickBooks flagship products, delivering a complete rollout across 12 enterprise and market tools using the QuickBooks Design System.
- 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.
- Released 52 redesigned components with 90% design-team adoption, establishing a single source of truth.

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 with about 15M+ downloads and 8M+ MAU.
- Partnered with product management, engineering, research, design, and Google teams to maintain feature parity through agile sprints.
- Led redesign initiative across iOS and Android for LinkedIn Job Search app that was featured in Google Play Store in 2015 and ranked #1 in category with 10M+ downloads and 3.5M monthly active users.

Samsung

January 2017 - July 2017

Lead / Staff UX Designer

Mountain View, CA, USA

- Led product design for Samsung+, an Android customer-support application with 50M+ downloads.
- Guided product strategy direction.
- Led product UX quality processes via quality audits and measurements.
- Trained and mentored designers on craft and best practices.

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 and mobile, supporting a product with 200M+ downloads.
- Delivered cohesive user experiences across iOS, Android, Windows, Mac, web applications, landing pages, browser plugins, and marketing collaterals.
- Partnered with product, engineering, and marketing to align on strategy and roadmaps.

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, and marketing collateral.
- Streamlined production workflows through automating redline and asset export and while onboarding and training new designers on production processes and best practices.
- Supported redesign initiatives for iOS and Android and worked closely with design and engineering on implementation of new design language.

Shmoop

May 2012 - July 2012

Lead Designer

Mountain View, CA, USA

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

Issio Solutions

November 2011 - May 2012

Lead Designer

Lafayette, CA, USA

- Founding designer 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.
- Successfully launched a beta product in six months, driving 100% adoption across seven HCA Healthcare surgery centers and replacing manual workflows with real-time digital experiences.
- Onboarded and mentored incoming designers, streamlining workflows and production processes to accelerate design team velocity.

Self-Employed

September 2007 - June 2012

Freelance Designer

Sunnyvale, CA, USA

- Led the end-to-end design lifecycle for client projects across e-commerce, social media, retail, informational platforms, and non-profits, owning everything from initial discovery to final deliverables.
- Translated complex user research into comprehensive flowcharts, wireframes, and high-fidelity mockups while partnering closely with cross-functional stakeholders.
- Designed cohesive brand identities, custom logos, apparel graphics, and multi-channel marketing collateral.

EDUCATION

Art Institute of California - San Francisco

2011

Web Design and Interactive Media

Hawaii Pacific University

2007

Advertising

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, 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, Framer, Framer AI, VS Code, Claude, ChatGPT, Gemini, Google Stitch, Sketch, Zeplin, Lingo, Abstract, Principle, Adobe Photoshop, Adobe Illustrator, JIRA, Confluence

Languages: Mandarin

CERTIFICATIONS

Google Play Editor's Choice (2016)

LinkedIn UED Rockstar Award (2014)