



✨ Highlights

- Grew design from ~12 to 25+ designers and managers
- Developed a design team charter, purpose, and values
- Operationalized experience quality across all squads and teams
- Delivered a vision for the future of Trello

🎯 Impact

- Increased CSAT from 86% to 89%
- Increased our internal Proud to Ship metric from 45% to 55%

~2020-2023