Justin Chong
Product Designer

Contact

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Education

Dartmouth College
Sep. 2020 - Jun. 2024
B.A. in Computer Science Modified with Human-Centered Design
GPA: 3.83

Skills

Design
UI/UX Design
AI Product Design
User Research
Competitive Analysis
Information Architecture
Prototyping
Usability Testing
Design Systems

Tools
Figma
FigJam
Adobe InDesign
Adobe XD
Agile
Scrum

Coding
HTML
CSS
JavaScript
React.js
MongoDB
Express
Node.js

Interests

Accessibility
Participatory Design
Freestyle Skiing
Hiking
Instagram Food Blogging

Experience

Associate Product Designer, MongoDB   *Aug. 2024 - Present*
- Prevented $63 million of revenue loss after redesigning a customer churn prediction tool based on interviews with 30+ users across 4 go-to-market teams
- Increased weekly active users by 26% after designing an analytics dashboard that aggregates 13 customer metrics such as database health and revenue spikes
- Streamlined how Customer Success Managers monitor risk and growth signals for 1,300+ enterprise accounts with a centralized, customizable portfolio view

Product Design Intern, MongoDB   *Jun. 2023 - Aug. 2023*
- Improved performance diagnosis for 48,000+ monthly active users by redesigning a cloud analytics tool to consolidate recommendations across multiple databases
- Created a scalable, cross-product component for workload isolation from 15+ interviews, later adopted as the design system standard for data monitoring tools

Product Designer, DALI Lab   *Jun. 2022 - Jun. 2024*
- Reduced user activation time by 17% by designing a swipeable card carousel that personalizes fitness goals with Apple Health data and 70+ activity preferences
- Boosted lesson completion rates for a youth financial literacy app by transforming a 9-topic, 50+ lesson curriculum into an interactive, gamified island map
- Expanded platform monetization by creating 5+ native ad and sponsored content placements for a college athletics ranking platform

Product Manager, DALI Lab   *Dec. 2021 - Jun. 2022*
- Guided click tracking development on 40 metrics to collect user testing data on position bias, points of friction, and user journey success rates
- Improved sensitive medical content for a mobile treatment decision aid by consulting with 15+ health services researchers and cancer patients

Projects

AI Sales Intelligence Chatbot, MongoDB   *Mar. 2025 - Jul. 2025*
- Streamlined how senior leaders across 4 business units gather customer insights with an AI chatbot that analyzes trends and patterns from sales conversations
- Improved how users detect sentiment anomalies with a context-based chart visualization that maps and clusters 100,000+ sales transcripts into themes
- Increased trust and transparency in AI-driven insights by displaying live, multi-step processing as responses are generated to a user's question

Cluster Health, MongoDB   *Oct. 2024 - Present*
- Prioritized customer databases growing 46% slower MoM by assigning health statuses and providing actionable diagnostic guidance linked to key metrics
- Enhanced scalability with a customizable spreadsheet feature with 20+ data points, supporting health checks, cost optimization, and cross-sell opportunities

Leadership

Accessibility Lead, DALI Lab   *Mar. 2023 - Jun. 2024*
- Championed a year-long inclusive design strategy for 100+ designers and developers across UI/UX and AR/VR design, full-stack development, 3D modeling, and graphics
- Increased visual and interaction accessibility in 10+ products by implementing accessibility workshops, ADA compliance testing, and automated developer checks