




Justin Chong

Product Designer

Contact

 justin-chong.com
 213-215-5522
 justinchong753@gmail.com

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
Interaction Design
Prototyping
User Research
Competitive Analysis
Information Architecture
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

Product Designer, MongoDB

Aug. 2024 - Present

- Prevented \$61 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
- Cut time-to-engagement for 6 customer support teams by delivering AI-driven, personalized recommendations from 60+ product signals

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 by 24% for a youth financial literacy app by transforming a 9-topic, 50+ lesson curriculum into an interactive, gamified map
- Expanded platform monetization by creating 5+ native ad and sponsored content placements for a college athletics ranking platform

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

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 Manager, DALI Lab

Dec. 2021 - Jun. 2022

- Guided click tracking development on 15+ metrics to collect user testing data on position bias, points of friction, and user journey success rates
- Improved sensitive medical content for a depression treatment decision aid by consulting with 15+ health services researchers and cancer patients

Projects

Predictive Health Monitoring, MongoDB

Oct. 2024 - Present

- Prioritized 3,200+ 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 to support health checks, cost optimization, and cross-sell opportunities

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