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*

- Increased weekly active users by 26% after designing an analytics dashboard that aggregates 13 customer metrics such as database health and revenue spikes
- Exceeded average user adoption rate by 14% after redesigning a revenue churn prediction tool based on interviews with 30+ users across 4 go-to-market teams
- 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*

- Redesigned a cloud analytics tool to enable developers to holistically diagnose database performance issues across multiple deployment models
- Conducted concept testing with 4 information architectures to align on a category-centric MVP with improved navigation, filtering, sorting, and scalability

Product Designer, DALI Lab *Jun. 2022 - Jun. 2024*

- Collaborated in a 7-8 person Agile team of designers, developers, and a product manager to deliver innovative digital solutions for local startups in 10 weeks
- Redesigned app login and onboarding flows to improve technical feasibility for software engineers and accelerate beta launch timeline
- Streamlined goal selection by designing a card carousel that prioritizes relevant goals by integrating Apple Health data, 70+ activity preferences, and intensity tags

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 language/content for a 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

Performance Advisor, MongoDB *Jun. 2023 - Aug. 2023*

- Designed a cross-product scalable feature for isolating slow queries by workload by synthesizing research from 15+ internal users and enterprise customers
- Accelerated how novice users prioritize database recommendations by iterating and testing a tagging system that visualizes 10+ slow query metrics

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