

Mona Luo

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Product designer with 4 years of experience studying UX design and delivering product experiences across finance, education, and health industries. Successfully completed 20 projects and launched 6 of them, including the design of Alpha Hanger's website, resulting in a 42% increase in customer acquisition.

Education

School of Visual Arts

New York, NY | May 2023

MFA. Interaction Design

University of California San Diego

San Diego, CA | 2016 - 2020

BA. Interdisciplinary Computing and The Arts (GPA: 3.8/4.0)

Human Computer Interaction Minor

Experience

UX Design Intern

Chegg Inc.

May 2022 - Aug 2022

- Led the design of two new features end-to-end to increase the engagement of Chegg's Course Dashboard.
- Collaborated with cross-functional partners to iterate on wireframes and high-fidelity prototypes based on user testing findings.
- Designed and implemented Chegg's first content design system.

Product Designer

Johnson & Johnson

(sponsored project)

Sep 2021 - Dec 2021

- Led the design of a mobile app for chronic pain management.
- Strategized for the product direction by leveraging the insights gained from research and user interviews.
- Won the Strategic Innovation in Product/Service Design Contest.

UI/UX Design Intern

Essence Securities Co., Ltd

Apr 2021 - Jul 2021

- Designed and shipped Essence Asset Management mobile app used by over 2k internal employees.
- Optimized the user experience and information architecture of the IT Service Portal.

UI/UX Designer (Freelance)

Alpha Hanger Co., Ltd

Aug 2020 - Feb 2021

- Designed the company's first website to facilitate their digital transformation. Increased their revenue by 10% and customer base by 42% in one year.
- Increased brand awareness by building style guides and mood boards.

Product Design Lead

LaunchIt

Jan 2020 - Feb 2021

- Designed and shipped a student startup collaboration platform.
- Led 3 usability tests and implemented 5 new features to optimize user experiences.
- Collaborated with the product manager and the lead engineer to build product strategies and roadmaps.

Skills

Design: Interaction Design, Visual Design, WCAG, User Flow, Wireframing, Prototyping, Motion Design, User Research, Usability Testing

Tools: Figma, Sketch, Adobe XD, ProtoPie, Principle, Adobe Creative Suite

Programming: HTML, CSS, JavaScript, Python