




# Johnny Huang

## Product Designer

I am a Product Designer with 8 years of experience crafting delightful products with exceptional skills in leading product vision and cross-functional collaboration

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## EXPERIENCE

MirrorMirror AI

I

Founding Product Designer

July 2024 - Present

As the founding designer for MirrorMirror AI, I am spearheading product design direction from zero to one, establishing foundational design systems, and developing prototypes to effectively communicate concepts to investors.

Product Area

Fashion AI, B2B, Responsive Web, Zero-to-one, Start-up

Meta

I

Senior Product Designer

Nov 2021 - June 2024

Owner of design for three ad support products, collaborating with engineers, researchers, Product Marketing Managers, and Product Managers to launch multiple projects impacting 350M monthly users.

- Enhanced customer support by increasing issue resolution rates from 2% to 17%, recovering \$82M in revenue loss.
- Lead the product roadmap, product prioritization
- Set up design governance protocols to ensure scalability of the design across 8 teams
- Supported the launch of Meta Verified for Business

Product Area

Customer Support, Web, Native Mobile

Frog Design

I

Sr. Designer & Guest Lecturer

Aug 2020 - Nov 2021

During Covid-19, I worked as a freelance designer leading 3 Junior designers while focusing on design education, developed an 8 weeks “Design Thinking for Engineers” course as guest lecturer at National Tsing-Hua University.

Product Area

FinTech, Responsive Web, Design Education

Google

I

Interaction Designer

Dec 2018 - Jul 2020

Lead the launch of projects across Google Ads CRM, Gmail, and Android OS with engineers and business partners to launch, hosting design sprints and driving the product roadmap.

- Delivered multiple new features that increased adoption rates from 11% to 76%, contributing to a \$1.2B Google Ads revenue pipeline
- Designed and launched a new Gmail assistant achieving 82% CSAT among 20K users, automating 550K emails per quarter.
- Led the design of an auto-scrolling eReader accessibility feature, winning the Google Accessibility Summit.

Product Area

Ads CRM, Accessibility, Internationalization, Native Android, Web, Mobile

Kin + Karta (Solstice)

I

UX Designer II

June 2016 - Nov 2018

Partnered with product delivery teams to design and launch an end-to-end B2B e-commerce food delivery platform, led a conversational UX proof of concept for Discover Financial, and integrated Amazon Alexa into BMW cars via a voice interface.

Clients

Discover Financials, BMW, Gordon Food Services, Corcoran

Designation Labs

I

UX UI Designer

Apr 2015 - Jan 2016

Worked as a full-stack designer in an agile environment, conducting user research and UX design to deliver web and mobile solutions for clients.

## EDUCATION

University of Illinois Urbana - Champaign

Aug 2010 - Dec 2014

Bachelor of Liberal Arts, Global Studies

Thematic area: Technology, Society, and Information systems

Waseda University

Feb 2014 - Aug 2014

Certificate of International Liberal Studies

School of International Liberal Studies

## SKILLS

Product Vision

Design Sprints  
Roadmapping  
Product Prioritization  
Product Strategy

Product Design

UX Design  
Information Architecture  
Prototyping  
Wireframing  
Animations  
Internationalization  
Accessibility

Design Systems

Design Library  
Design Governance

User Research

User Interview  
Usability Testing  
Competitive Analysis  
Journey Mapping  
Affinity Diagram  
Sentiment Analysis

## FOCUS

Responsive Design  
Native App  
AI Generation  
Customer Support System  
eCommerce  
Ads CRM  
FinTech  
Enterprise  
B2B  
Design Education

## TOOLS

Figma  
HTML 5 & CSS3  
HotJar  
Google Analytics  
Adobe Creative Suite

## LANGUAGES

English (Native)  
Mandarine Chinese (Native)  
Japanese (Limited)

## AWARDS

Google Accessibility Summit  
Chicago Design Hackathon