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(Most updated work in unlisted links-- contact me for access) │ dribbble.com/crystalkwok
626.888.9821

CRYSTAL KWOK

product / user experience design & research

EDUCATION

University of California, San Diego — 2011 - 2015
University of Melbourne, Australia — 2013

B.S. Psychology (Cognitive & Social) · Minor in Computer Science
Relevant coursework in Human Computer Interaction

EXPERIENCE

Bluebeam · *Product Designer* — Sep 2018 - Present
- Lead the design on the cloud part of the flagship product (Revu Studio with 400k monthly active users), along with other projects like SSO, Account Management, and Revu for iPad
- Collaborate with 4 engineering teams and 3 Product Managers at a time
- Work on new cloud product with task/page flows, scenarios, wireframes, & hi-fi designs
- Distill complex ideas about the AEC space, like how plans change throughout an entire project cycle, from research to help define product strategy
- Save > 30 min. for managers every week with quicker, easier management with new invite & management experience, rated 4.3/5 for ease of use & a highlight of the Revu 20 release
- Increase security control & save time for managers with a new Permissions design that can easily apply and reuse across multiple users and spaces without confusion

CaseStack · *Product Designer (UX)* — Aug 2015 - Aug 2018
- Conduct user research and usability testing on improving users' work patterns and experiences, and create designs & prototypes iteratively through Sketch & Invision
- Develop front-end visuals & animations; create icons, illustrations, and animations
- Collaborate with engineers & product owners in an Agile environment
- Assist in defining product strategy with product owners and business teams
- Safeguard over $150,000 per month with a newly designed accounting workflow improving efficiency, communication, and transparency between departments
- Save a business team >15 hrs. every week by designing an easy user customization post-algorithm for truck building and consolidation

Design Lab Don Norman, Scott Klemmer, Jim Hollan — Apr 2014 - Jun 2015
Perception and Cognition Lab John Serences · *Research Assistant*
- Assist in qualitative data coding for a paper submitted to CHI
- Present a poster on improving online learning and peer feedback using design and qualitative research methods with the lab and Oppia (Google affiliates)
- Assist eyetracking and EEG studies to study attention in visual perceptual learning

Learning Equality · *UX Design Intern* — Jan 2015 - Jun 2015
- Design a new, time-saving experience by empowering teachers to curate their own offline educational content to their students in third world countries

SKILLS & TOOLS

Design & Research Contextual Inquiries, Usability Testing, Wireframing, Prototyping, User Flows, Axure, Invision, Photoshop, Illustrator, After Effects, Sketch, Figma, Zeplin

Programming Java, C, C++, HTML, CSS, GDB, GVIM, Git, JIRA, ReactJS (basic)