

NANCY GAO

PROFESSIONAL SUMMARY

Product designer who ships AI-powered, B2B SaaS workflows at scale. Built AI agents, integrated LLM capabilities into products and uses AI to accelerate design workflow. Brings end-to-end ownership, crisp execution, efficient workflow strategies and strong collaboration across engineering and product. Experienced collaborating directly with engineers to prototype and ship AI-powered experiences.

WORK EXPERIENCE

Readytech | Product designer

2025-Present

- Lead designer for the new enrolment planning workflow in the JR ready product which impacts 2 large education clients.
- Leveraged AI by exploring using front-end code as a resource to highlight detailed design spec information and accelerating the process of creating components in Figma.

Synergy Protection Agency | Product Designer

Sep 2023-2025

- Lead user research and conducted interviews to understand qualitative user/CEO needs and translate insights to deliver user-centered dashboard experience for work management software for both web and mobile platforms that aligned with brand guidelines.

Atlassian | Designer

2022-2025

Atlassian's first AI powered performance review tool

- Decreased bi-annual performance review estimate 10 hours per employee each cycle by leading a team of engineers, designers, and a program manager to design Atlassian's first AI-powered performance tool enabling employees to retrieve context, reflect on work, and co-create self-assessments with AI.
- This **drove over 30% company adoption in the first performance cycle, saving 10,000 hours in the last half of the financial year** and was presented in our Atlassian company-wide design AI section showcase.

AI Admin Hub audit log onboarding

- Streamlined the manual and error-prone onboarding process with over **40+ new logs onboarded every month** which had unclear guidelines to a new automated flow, ensuring quality logs are shipped improving user experience **for all 4.5 million monthly users** using our audit-log platform.
- Led a team of engineers and designers across different timezones to design an AI-assisted data validation workflows using NLP models to improve system trust and input quality, eliminating poorly formatted inputs from being used in the system also applying responsible AI principles in approaches.

Multi-Org Domain claim

- Enterprise customers were blocked by missing automatic account management in Admin Hub. Used Figma to shape user workflows that championed user-centered design, unblocking large enterprise customers and increasing Admin Hub revenue by an estimated **\$100k per month**.
- The feature is now used by **325 organisations**, which include **42,000+ Atlassian accounts** that are now managed from these shared domains.

Enterprise Ready Login Customisation

- Shaping the new login customisation feature settings which defines onboarding options, reaching **4.5 million monthly users** and directly addressing **600 support requests**, saving the company **\$57,000 annually in support costs**.
- Developed high-quality experiences in Figma, focusing on producing clear content and workflows that align with user feedback and our business requirements. Managed fast-paced work and delivered on time, against tight deadlines, without compromising on quality.

Atlassian Design Operations

- Reshaped how designers work by creating a standardised **Jira playbook adopted by 50+ designers**.
- Built on Atlassian's AI capability and created **a full-day AI design workshop for 105 attendees**.
- Strengthened design craft by facilitating monthly Content Design community talks with **30+ participants**.

ACADEMIC HISTORY

Auckland University of Technology | 2023

Bachelor of Communication Design

Yoobee Colleges of Creative Innovation | 2022

UX Design Micro Credential Course

CERTIFICATIONS

Certification of Interface Design | 2025

Shift Nudge

Ultimate Figma Masterclass 2.0 | 2025

Designership

SKILLS

- Atlassian product suite (Jira, Confluence, etc.)
- Figma, Miro, Adobe Illustrator, Adobe Photoshop, Adobe After Effects, Beginner programmer, Codex, Copilot
- Prompt prototyping (Codex, GPT, etc...)
- AI-assisted design workflows
- Responsible AI considerations
- Experimentation with AI coding tools
- Frontend-code-driven design exploration