NANCY GAO

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PROFESSIONAL SUMMARY

Passionate professional who tackles complex problems with velocity and precision. From operations to leading large-scale initiatives, pairs meticulous attention to detail with calm execution under pressure to deliver on any outcome. Driven by optimising workflows and building tools, strives to boost operational efficiency, enabling intuitive, user-centred experiences without compromise. Looking to transition into becoming a Product Manager

WORK EXPERIENCE

Atlassian | Designer   **2022-2025**

Atlassian's first AI powered performance review tool

- Led a team of engineers, designers and program managers to build Atlassian's first AI-powered performance tool to assist employees in finding their work and writing their self-assessments.
- Atlassian's bi-annual performance review consumes **~10 hours per employee per cycle.**
- **More than 30% of the company used the tool** in the first performance cycle, saving the company **10,000 hours just in the second half of the last financial year.**
- Showcased in our company-wide design presentation, supported by our design operations team.

AI Admin Hub audit log onboarding

- Led a team of engineers and designers to improve our audit logs onboarding process and eliminate invalid logs from our **40+ new logs that are onboarded every month.**
- Migrated from a manual and error-prone onboarding process that had unclear guidelines to a new automated flow, ensuring quality logs are shipped to **all 4.5 million monthly users** using our audit-log platform.
- Leveraged Natural processing language (NLP) and input validation to ensure the proper structure of audit logs and prevent poorly formatted inputs from being used in the system.

Atlassian Design Operations

- Drove the creation and adoption of a new Jira playbook **for our design team of over 50+ designers.**
- Facilitated Content design community monthly talks to audiences of **30+ participants** to promote craft improvement within Atlassian.
- Organised and developed a day-long AI design workshop for **105 designers** across Atlassian.

Multi-Org Domain claim

- Shaped the general user workflows that were released to production, 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

- Designed the new Admin Hub login customisation feature, reaching **4.5 million monthly users** and directly addressing **600 support requests,** saving the company **$57,000 annually in support costs.**
- Translated user needs into a high-quality experience, focusing on producing 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.

CERTIFICATIONS

Certification of Interface Design | 2025
Shift Nudge

Piano Performance Diploma ATCL | 2024
Trinity College London

ACADEMIC HISTORY

Yoobee Colleges of Creative Innovation | 2022
UX Design Micro Credential Course

Auckland University of Technology | 2023
Bachelor of Communication Design

SKILLS

- Atlassians apps (Jira, Jira Service Management, Atlas, Confluence, Trello, Rovo, JSM).
- Figma, Miro, Adobe Illustrator , Adobe Photoshop, Adobe After Effects.
- AI tools: ChatGPT, Atlassian Rovo, Atlassian CLI (terminal AI), Claude, Firebase studio, Loveable, V0, Leonardo AI, Github Spark.
- Python