# Karen Wong

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## Work Experience

### LevelTen Energy | Senior Product Designer

Aug 2019 - Present,  Seattle, WA

Sole in-house product designer of LevelTen, which provides SaaS-based renewable transaction infrastructure that has helped companies transact more than $5 billions worth of renewables. Customers include Starbucks, Salesforce, Bloomberg, and more.

- Led designs for company's core product lines: Energy Marketplace, Asset Marketplace, RFP and Performance Monitoring software to accelerate the clean energy economy

- Improved overall user engagement and retention by 20% through refining the onboarding process and streamlining data visualization into digestable and proactive insights that drive decision making

- Maximized team's chance of a successful and timely launch by identifying feature dependencies across the platform and proposed design alternatives and analysis during the early phase of requirements writing

### Samsung Mobile | UX Designer

May 2018 - July 2019,  Bellevue, WA

UX design lead for Samsung's Visual Voicemail, Real-time text and crafted seamless integration interactions of third-party communication applications (AT&T Call Protect, T-Mobile Visual VoiceMail) with Samsung native phone and communication apps.

- Collaborated closely with PMs, developers, research to deliver North America localized applications for AT&T, T-Mobile, Cricket Wireless that met customer needs and market demand during early phase of device development

- UX lead for the launch of Samsung's flagship devices (Galaxy S10, Note 10, Galaxy Fold) in the North America market by managing and resolving usability VOCs from clients and mobile carriers.

- Conducted and planned usability studies tests to identify design opportunities and created user-centric solutions in the initial development phase for Samsung mobile devices.

### F5 Networks | Software Engineer

Oct 2015 - May 2018,  Seattle, WA

Main front-end developer that led design and implementation of test management tool for Cloud Operating and System Test team that is used company-wide

- Collaborated across teams to develop new design solutions, processes, and standards on internal infrastructure tools to enhance productivity and software testing efforts by ~25%

## Education

### Designlab UX Academy

Aug 2017

Certification in user experience design and research

### University of Washington

September 2009- May 2013, Seattle

Bachelor of Arts

## Skills

### Design

Information architecture, Interaction design, User research, Usability testing, Rapid Prototyping, Wireframes, UI design, User flows, Competitive analysis, Heuristic evaluation, Visual design

### Design tools

Figma, Sketch, Marvel, Invision, Principle, Adobe creative suite

### Programming

HTML/CSS, JavaScript, Python