

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 digestible 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 10) 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