

Job Posting:175046 - Position: W26 Product Design Intern, Conversation Intelligence 175046B

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| Co-op Work Term Posted: | 2026 - Winter |
| App Deadline | 11/11/2025 09:00 AM |
| Application Method: | Through Employer Website |
| Posting Goes Live: | 11/04/2025 02:41 PM |
| Job Posting Status: | Approved |

ORGANIZATION INFORMATION

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| Organization | Cresta |
| City | Sunnyvale |
| Province / State | CA |

JOB POSTING INFORMATION

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| Placement Term | 2026 - Winter |
| Job Title | W26 Product Design Intern, Conversation Intelligence 175046B |
| Position Type | Co-op Position |
| Job Location | Toronto, ON |
| Country | Canada |
| Duration | 4 months |
| Salary Currency | CAD |
| Salary | 0.0 per hour for 0 Major List |
| Salary Range \$ | \$30-\$50 per hour subject to taxes |
| Job Description | |

Cresta is on a mission to turn every customer conversation into a competitive advantage by unlocking the true potential of the contact center. Our platform combines the best of AI and human intelligence to help contact centers discover customer insights and behavioral best practices, automate conversations and inefficient processes, and empower every team member to work smarter and faster. Born from the prestigious Stanford AI lab, Cresta's co-founder and chairman is Sebastian Thrun, the genius behind Google X, Waymo, Udacity, and more. Our leadership also includes CEO, Ping Wu, the co-founder of Google Contact Center AI and Vertex AI platform, and co-founder, Tim Shi, an early member of Open AI.

Join us on this thrilling journey to revolutionize the workforce with AI. The future of work is here, and it's at Cresta.

About the role:

We seek driven designers to shape the future of AI Agent products at Cresta. Whether it's automating entire contact center conversations, performing tasks on behalf of agents, or coaching human agents to enhance their performance, you will play a crucial role. Your responsibilities will include designing the end-user experiences and the tools and workflows that enable these experiences.

As a designer at Cresta, you are at the forefront of a technological breakthrough with LLM and Generative AI. This unique position allows you to transform how people interact with AI meaningfully. You will own the end-to-end process, including product design, user research, and visual design elements, to create world-class experiences.

Responsibilities:

- You'll generate novel UX ideas for AI Agents, considering the needs of various user personas.
- You'll think through user and business problems, propose reasonable solutions, create detailed mockups, prototype to explore further and work with engineers to build them.
- You're actively involved in defining product strategy and feature requirements.

- You'll constantly talk to our customers from contact centers - gathering insights into user pain points before and during the development process, and validating features to improve usability.
- You'll collaborate closely with Engineers, PMs, ML experts, Customer Success, and Sales.
- You'll be the design advocate and push for the highest quality of the polish.
- You'll constantly identify areas of opportunities and future work for the products.
- You'll have good judgment of when to ship: perfect is the enemy of good.

Job Requirements

Qualifications We Value:

- Bachelor's degree or equivalent in UX Design, HCI, or a related field.
- Experience with designing AI Agents, Virtual Agents, or Conversational AI.
- Strong portfolio showcasing user-centric design thinking, polished UI craftsmanship, and innovative interaction paradigms
- Excellence in prototyping: skilled at using tools like Cursor, Claude Code, V0, or the latest AI tools to build realistic prototypes.
- Proficiency in design tools such as Figma, prototyping tools such as Cursor, Claude or V0 to create interactive prototypes
- Strong at product thinking + a blend of UX disciplines (interaction design, prototyping, visual design, and user research).
- Have a deep curiosity about the underlying tech of our products.

Perks & Benefits:

- \$30-\$50 per hour subject to taxes
- Lunch can be expensed (up to \$25) while working in the office.
- PTO: 4 days

Citizenship Requirement N/A

APPLICATION INFORMATION

Application Procedure Through Employer Website

Special Application Instructions

Please click the "I intend to apply to this position" button on SCOPE and also submit your application via the employer's website.

Application Link: Job Application for Product Design Intern, Conversation Intelligence at Cresta
Applications are accepted on a rolling basis and the posting may be expired at any time by the employer as submissions are received.

Students should submit their applications as soon as they are ready.