Charles Wu

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Product Designer specializing in web and mobile development. Committed to creating scalable experiences through enhancing design processes, tooling, and design systems.

Experience

Sr Product Designer, Calendly — Nov 2021–Aug 2023

Enterprise Products
- Led design for Analytics, transforming complex data into actionable insights to optimize scheduling
- Focused on admin experiences, enhancing efficiency and decision-making

Foundational Design (Trust, Tools, Process)
- Streamlined internal support processes, reducing security risks and accelerating customer success workflows
- Contributed to the development of designer education and improved tooling, enhancing overall design quality and efficiency
- Worked on our design system documentation and components (typography, iconography, and layout) to ensure consistency and usability

Sr Product Designer, LivePerson — Sep 2019–Nov 2021

- Developed and scaled design system focusing on typography, accessibility, color, and consistency
- Innovated new features in the chatbot/AI industry, enhancing client relationships with their customers
- Simplified complex data through intuitive interfaces, guided by rigorous research and testing

Sr UX Developer, Highline Beta — Jul 2018–Jun 2019

- Created Highline Beta's design system, improving design and development consistency
- Collaborated with venture leadership to define growth targets and support user research, leading to significant growth in the customer base
- Analyzed and redesigned web platforms to boost engagement, conversion rates, and overall user experience, including enhancing accessibility, SEO, and responsiveness

Sr UX Developer, Thrive Career Wellness — Sep 2016–Apr 2018

- Designed and implemented core features, improving user engagement and aligning with accessibility and responsiveness standards through audits and testing
- Mentored team members, fostered best UX practices, and collaborated with engineers using various technologies, driving innovative feature development

UX Developer, DIVE Networks — Aug 2015–Jul 2016

- Guided the design and testing of features, setting design standards to enhance readability, ensure design consistency, and elevate overall quality
- Conducted UX training for engineering and product management teams, instilling best practices and fostering a culture of excellence

Skills

Product Strategy
Design Systems
Iconography
Prototyping
Collaborative Design Process
User Research & Interviews
Responsive & Accessible Design

Tools

Figma
Adobe Creative Suite
Invision
Sketch
Git

Dev. Languages

HTML
CSS
JS
React
Python

Volunteer

Mentoring at ADPList.org
- 1250+ mins mentored

Education

Systems Design Engineering
University of Waterloo