MUDMIE CHUTHAMSATID

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WORK EXPERIENCE

LeanTaaS, Product Designer
Oct 2021 - Present · Seattle, WA

Led design and research to revamp calendar designs and streamline complex surgery scheduling system, enabling users to complete their tasks 30% faster and reducing support tickets by 50%

Led exploratory research to discover customer needs, derived user journey map, and identified business priorities; designed Comments and Document Upload features, resulting in a 175% increase in product adoption

Co-led design workshops with product, customer success, and engineering teams to strategize short and long-term product visions

Collaborated closely with designers and engineers to create component libraries and develop design system used across 5 product groups

Jitta Wealth, Product Designer
Jun 2020 - May 2021 · Seattle, WA

Led end-to-end UX & UI design and launched a zero-to-one automated investment mobile app, driving a $200M increase in assets under management

Conducted market research and competitive analysis to discover trends; worked directly with the CEO, product manager, and marketing team to prioritize product roadmaps and initiatives

Analyzed user behaviors via telemetry and funnel loggings; designed 3 features from initial concept to implementation, leading 1,000+ new customer signups

Autodesk, Product Design Intern
May - Aug 2019 · San Francisco, CA

Interviewed 10 customers to research construction form creation process and collaborated with researchers to synthesize findings

Prototyped 3 potential solutions, validated designs via concept testing, analyzed customer feedback, and delivered design recommendations to stakeholders

Designed a custom form builder and form submission experience, simplifying workflow from 3 steps to 1 and eliminating reliance on third-party software

PlanGrid, Product Design Intern
Sep - Dec 2018 · San Francisco, CA

Designed interfaces and user experience of a user management portal by creating user flows & mockups, conducting usability inspections, and communicating design requirements with product managers, researchers, and engineers

EDUCATION

University of Waterloo,
Bachelor of Applied Science, Systems Design Engineering

Class of 2020

Specialized in Human Computer Interaction (HCI), Cognitive Ergonomics, User-Centered Design, and Management Sciences

SKILLS

User Experience Design
Interaction Design
Visual Design
Product Thinking
User Research
Usability Testing
Design System
Information Architecture
Wireframing
Web Development

TOOLS

Figma
Sketch
Adobe CC
HTML
CSS & Sass
Bootstrap
Pendo
Hotjar
Google Analytics
JIRA