

Kandice Wong

SR. PRODUCT/UX DESIGNER

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OBJECTIVE

Multi-disciplinary product designer with 10 years of experience in simplifying enterprise and B2B applications. Passionate about user empathy, efficient systems, and clean design. Worked with globally-distributed teams to streamline workflows, build design systems, and improve platform applications. Seeking to leverage expertise in enterprise UX, systems design, and cross-functional collaboration to drive innovation and improve design maturity in complex digital environments.

EMPLOYMENT HISTORY

Campground — San Diego, CA (remote)

Freelance UX Designer

Sep 2023 — present

- Primarily responsible for the UX/product design for several clients, in collaboration with fellow agency designers and client stakeholders, including the C-suite, product management, and engineering teams.
- Designed new workflows for Swivel, a CRM for financial professionals, including contact management, financial summary, engagement, and more on both web and mobile.
- Improved existing features and workflows for Bennie, an employee benefits platform, including Find Medical Care and Benefits Marketplace on web and mobile, and internal tools for web.
- Revamped existing tools for VelocitiPM, a product management platform, including the Problem Map, Story Map, Initiative Board, and onboarding experience.

Kinectify — Las Vegas, NV (remote)

Principal UX Designer

Sep 2022 — Sep 2023

- Responsible for the design of Kinectify's anti-money laundering (AML) and compliance web platform for gaming operators.
- Designed a complex, end-to-end workflow for compliance analysts to review alerts based on suspicious transactions/activity, create cases, and file government reports, reducing the time needed to complete this process compared to traditional workflows.
- Collaborated with the CEO, CPO, CTO, and engineering teams during the design and development phases to align on business needs and technical constraints.

WorkBoard — Redwood City, CA (remote)

Senior Product Designer

Sep 2020 — Jun 2022

- Responsible for several modules within WorkBoard's web platform, including Meetings, Teams, Chatbot, and OKR Integrations, and outside of it, such as the native mobile apps and integrations with external apps.
- Kicked off the creation of the WorkBoard design system, including visual styles and reusable components.
- Revamped WorkBoard Meetings with a new meetings dashboard, agenda page, and supporting workflows, allowing users to collaborate on agendas for any meeting on their calendar.
- Designed integrations with external apps such as MS Teams, Slack, WebEx, and Jira, which allowed users to view their WorkBoard OKRs and progress from their everyday tools.
- Updated native mobile apps to streamline usage and improve focus on the key user tasks – viewing daily action items and meetings.

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EMPLOYMENT HISTORY CONT.

Akamai Technologies — Santa Clara, CA

Senior UX Designer

Jul 2019 — Mar 2020

- Redesigned the Akamai Control Center with a new homepage dashboard, global header, streamlined menu, notifications, and search. Partnered with cross-functional team (PM, UX, Eng) to research, design, and deliver the new experience to over 100k users — one of Akamai's largest changes in years.

UX Designer

Apr 2015 — Jul 2019

- Revamped high-priority B2B applications to Angular platform to improve speed, usability, and consistency with common components.
- Built an in-house design system of visual styles, iconography, and components for reuse across platform applications. Collaborated with a distributed team of designers and engineers to design, develop, and write guidelines for usage and advocate for adoption.
- Published and maintained an internal design website which educated designers and developers on the design system and its usage guidelines.

UX Research Intern

Jul 2013 — Sep 2014

- Interviewed internal employees and customers for usability studies, distilled findings into reports and presentations, and conducted competitive analyses.

EDUCATION

UC San Diego

B.S. in Cognitive Science, specialization in Human Computer Interaction

Minors in Computer Science and Psychology

SKILLS

End-to-end product design

Wireframes

Interaction design

Storyboarding

User-centered design

User research

Qualitative research

Usability testing

Personas

Basic web development

Design systems

Visual design

Iconography

User journeys

TOOLS

Figma

Photoshop

JIRA

Git

Sketch

Illustrator

Confluence

Visual Studio Code

Abstract

HTML + CSS

Notion