jess huang
empathetic + inclusive design leader

Professional Experience

Senior Manager, Product Design – Bain & Company Apr 2022 – May 2023
Previously: Product Design Manager Apr 2021 – Apr 2022
Previously: Lead Product Designer Jul 2019 – Apr 2021

- Recruited and hired for Design team, resulting in 6 successful hires and 100% retention rate
- Managed 4-6 direct reports with empathy, inclusion and care, resulting in promotions of 4 direct reports within 1 year
- Fostered team culture through cross-functional team building and regular meetings for 25 designers across North and South America
- Proud "culture carrier" for broader Innovation & Design team; planned, led and emceed 2022 offsite for over 100 team members
- Led strategy, design and research initiatives for Fortune 100 clients across various sectors, including utilities, retail, CPG, entertainment, enterprise tech, and nonprofit
- Produced research/design deliverables (e.g., presentations, personas, insight summaries, journey maps, service design blueprints, clickable prototypes) within short timelines
- Designed and facilitated collaborative client-facing workshops for Design Thinking, Ideation, "Future-Back" exploration and User Empathy Immersion
- Presented actionable insights, strategies and recommendations to senior executives, internal leadership and client stakeholders
- Developed strong relationships with client stakeholders and Bain partners, leading to high individual NPS on internal and external satisfaction surveys
- Co-lead for Diverse Abilities at Bain (San Francisco Chapter) ERG

Senior Product Designer – Babylist Aug 2018 – May 2019

- Oversaw rebrand and visual redesign of Babylist.com and Babylist iOS App
- Designed Babylist Feed experience, launched on iOS App in Q1 2019 and Android/desktop in Q2 2019
- Redesigned and rearchitected Babylist iOS App and desktop/mobile web
- Led hiring process for design team from recruitment to on-site interviews and debriefs

Senior Product Designer – Degreed Feb 2017 – May 2018

- Led redesign and re-architecture of Degreed.com marketing page experience through user research, client interviews, visual design, and project management
- Designed enterprise administrator experiences for Enterprise and Channel customers
- Trained design team on user research fundamentals; helped implement qualitative user research

Product Designer – HandUp PBC Jan 2016 – Dec 2016

- Designed UX for HandUp Campaigns, Homepage, and Promotional Tool for Campaign Managers
- Created print designs for brochures, banners, case studies, business cards, and HandUp Gift Cards
- Acted as product manager, prioritized backlog, brainstormed and ideated, and provided development support

Senior UX Designer – GoPro Aug 2013 – Nov 2015

- Collaborated closely with cross-functional technical teams to develop captivating user-centric digital experiences for marketing and eCommerce platforms and applications
- Conducted foundational product research resulting the launch of web-based video editing tools, including the Quik Clip product
- Played a key role in all phases of the design process from ideation to front-end development

Senior UX Designer – Playhaven Jun 2012- Jul 2013

- Collaborated across teams to streamline UX design processes from ideation to release
- Crafted and released user-friendly PlayHaven dashboard experiences
- Enhanced the app's consistency and visual appeal by driving PlayHaven StyleKit development

Lead UX Designer – VMware/Socialcast Apr 2010 - Jun 2012
CSS/HTML Specialist – AT&T Interactive May 2008 - Apr 2010

Contact

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Skills

Product Design • UX/UI Design • Design Research • Digital Product Innovation • Qualitative Research • Design Strategy • Strategy Development • Systems Thinking • Design Systems • CSS/HTML • Rapid Prototyping • Mobile Design • Project Management • B2B / B2C / SaaS • Copywriting / UX Writing • Mentorship / Coaching • Design Leadership • Storytelling • Video Editing • Agile / Scrum • Lean UX • Design Operations

Tools

Figma • Miro • UserTesting.com • Recollective • Reduct • Respondent.io • Qualtrics

Mentoring / Teaching

ADPList

- Top 100 Mentor, 2022
- 4000+ Mentorship Minutes
- Rated 4.96 out of 5

General Assembly

- Lead UX Instructor 2016-2017
- Expert-in-Residence 2014-2016

Public Speaking Experience

Bain Women in Leadership 2023
Bain I&D Roundup 2022
ADPList #BeMore 2022
ProductSchool 2019
Mobile+Web Dev Conf 2017
NetImpact Bay Area 2016
Mobile+Web Dev Conf 2015

Affiliations

Design Leadership Forum
Interaction Design Foundation
Women Talk Design