Chloe Park | *Senior Product Designer*

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Portfolio
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> *5+ years of experience delivering **enterprise SaaS, AI-powered products, and complex workflows**. Achieved a **52% reduction in workflow interactions,** with expertise in **end-to-end product ownership, 0-to-1 development, and research-driven design.***

PROFESSIONAL EXPERIENCE

Caylent | Senior UX Designer

May 2025 - Oct 2026 (Remote)

> AWS Premier Tier Services Partner | Cloud, data, and AI consulting for enterprise and growth-stage clients

- **Accelerated product development through AI-assisted prototyping** by delivering implementation-ready designs for a 0-to-1 contracting marketplace and internal CRM in approximately six weeks
- **Made AI-assisted decisions easier to interpret and act on**, designing workflows with contextual guidance, confidence indicators, and human-in-the-loop review controls
- **Simplified complex enterprise and consumer experiences**, translating ambiguous requirements into scalable UX for SaaS workflows and AI-powered applications
- **Aligned cross-functional teams around product direction**, navigating client priorities, technical constraints, and design tradeoffs with product managers and engineers.

Credera | UX Design Consultant

Sep 2023 - May 2025 (Dallas, TX)

> Omnicom-owned technology and management consultancy | Enterprise digital transformation across industries

- **Reduced interactions by 52% in a high-friction workflow,** applying findings from a broader restaurant team member application evaluation that identified 112 usability opportunities
- **Owned end-to-end design as the sole designer on key engagements**, independently guiding discovery, stakeholder reviews, design decisions, and engineering handoff
- **Improved frontline operational usability**, translating real-world working conditions and system constraints into clearer workflows and interface feedback

Credera | UX Research Consultant

Sep 2022 - Sep 2023 (Dallas, TX)

- **Shaped redesign priorities through evidence-based recommendations**, synthesizing mixed-method research into actionable product and website improvements
- **Exposed experience gaps across customer journeys**, conducting 2 Baymard evaluations, 10 competitive analyses, and 4 contextual site visits to inform redesign decisions
- **Connected user needs with business objectives**, using usability research, personas, and journey maps to prioritize opportunities and influence product direction

Credera | UX Design Intern

Jun 2021 - Aug 2021 (Dallas, TX)

- **Simplified a digital ordering journey**, challenging initial requirements and proposing user-centered workflow improvements that eliminated unnecessary steps

SKILLS & TOOLS

Product Design: End-to-End Product Design · UX/UI Design · Interaction Design · Information Architecture · User Flows · Prototyping ·
Design Systems · Responsive Design · Accessibility Audits & Compliance · Design-to-Development Handoff

Research & Strategy: UX Research · Usability Testing · Competitive Analysis · Heuristic Evaluation · Journey Mapping · Research Synthesis · Stakeholder Alignment · A/B Testing

AI & Enterprise: AI-Powered Experiences · Human-in-the-Loop Workflows · Decision-Support Systems · Enterprise SaaS · Workflow Optimization · 0-to-1 Product Development

Tools: Figma · Miro · Mural · PlaybookUX · UserTesting · Claude · v0 · Lovable · Adobe After Effects · Jira

EDUCATION & CERTIFICATIONS

Vanderbilt University | B.A. Psychology | Dean's List | Aug 2018 - May 2022

UX Specialization (CalArts) · Claude Certified Associate Foundations

