

# JILLIAN CHIEN

## CONTACT

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## TOOLS

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Figma  
Sketch  
Zeplin  
Jira  
Invision  
Loom  
Miro

## EXPERTISE

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Product Design  
User Experience Design  
User Research  
UI Design  
User Flows  
Usability Testing  
Service Design  
Wireframing  
Data Visualization  
Rapid Prototyping  
Concept Testing  
Design System  
Tableau  
Visual Analysis

## EXPERIENCE

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Product Design Consultant 2023

- Design and validate experiences to support users in Raise's client journey with the new Product, Workplace OS that empowers leaders to find, build and manage the workplaces they love.

Nautilus Labs

Senior Product Designer Jul 2022 - Apr 2023

- Lead end-to-end design process in a maritime tech company leveraging ML and data science, specializing in BI tools and data visualization.
- Collaborate with cross-functional teams to conduct user research, define problem statements, and drive innovative solutions.
- Design intuitive workflows and visual systems for optimizing voyages, fuel consumption, profit, and emissions reduction in the shipping industry's decarbonization efforts.

Raise CRE

Senior UX/UI Designer Jun 2018 - May 2022

1st Designer | 8th Employee

- Define and inform the product roadmap through insights from generative and evaluative research, ensuring that the development and growth of client and broker experience is seamless and delightful
- Own end-to-end user journey and executed design from ideation to production in a rapidly growing startup environment.
- Worked cross-functionally with brokers, product managers, engineers, and other disciplines to create b2b and client products, including a redesigned Client Dealroom and a new lease management tool.
- Develop a design system to support scalability
- Produce marketing materials including landing pages, pitch decks presentations, event invites.

YouCaring

Visual Designer | Contract Dec 2017 - May 2018

- Created impactful marketing collateral and campaign assets for a crowdfunding platform.
- Designed content that could be leveraged across multiple campaigns and channels, optimizing brand consistency and messaging.
- Developed graphics and copy for website pages, emails, and press releases, ensuring a cohesive visual identity.