# Stephanie Ji

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## Education

### Northeastern University

B.S Business Administration &
Interactive Design
Concentration in Marketing
Dean's List

## Skills

End-to-end Product Design
SaaS/Enterprise Product Design
Design Systems, UX Architecture
Cross-Product Pattern Design
UX Research & Usability Testing
Scalable Interaction Models
Product Strategy

## Tools

Figma
v0
Zeplin
Miro
Adobe CC

## Experience

### UX Designer | Oracle, Inc

AUSTIN, TX; JAN 2022- PRESENT

- Spearheaded the suite's first Investigations experience, designed end-to-end workflows for detectives and supervisors, including case assignment, workload management, approvals, and closure. Established the foundation for future investigative tools.
- Architected and defined the first suite-wide notification system, including urgency logic, interaction patterns, and reusable components adopted across five products.
- Primary designer for suite-wide initiatives, creating scalable frameworks that drove cross-product consistency and accelerated implementation across teams.
- Created the interaction model and design logic for a command-line interface, improving dispatcher efficiency by 30–62% during time-critical 911 incidents.
- Owned key 0→1 features across fire and law dispatch, leading work from discovery to implementation to improve clarity and speed in high-pressure scenarios.
- Drove research and implementation strategies, integrating user feedback to refine core workflows and support 911 agency go-lives.

### Product Designer | RapidDeploy

AUSTIN, TX; APR 2021- DEC 2021

- Owned and led the design of the mobile app experience for first responders, including a full visual redesign that established the first mobile and tablet guidelines in the design system.
- Revamped core features in the flagship mapping product, resulting in a 50% improvement in caller location accuracy and usability for 911 call takers.
- Conceptualized future-state features to improve visibility into unit and incident statuses across emergency scenarios.
- Maintained and evolved RapidDeploy's design system through continuous testing, refinement, and updates to components and patterns.

### Associate Product Designer | Twilio Segment

REMOTE, TX; JUL 2020- FEB 2021

- Redesigned CSV export tool supporting $9.8M in revenue for Fortune 500 clients, enhancing data customization and increased customer satisfaction by 36%.
- Led user research with 15 customers to uncover onboarding pain points across technical and non-technical users, directly informing future roadmap decisions and segmentation strategy.

### Product Design Intern | Catalant Technologies

BOSTON, MA; JUL - DEC 2019

- Led end-to-end design of a resource-management module for a Fortune 500 healthcare client, replacing spreadsheet tracking with a real-time dashboard of employee utilization and project health.
- Delivered new platform features: onboarding flows, project boards, gamified progress, performance analytics, and a revamped exec dashboard—across SaaS and consumer apps, boosting activation and unifying the design system.