

CJ (Chen-Chun) Shen

Senior Product Designer • 9 Years • B2B SaaS • EdTech • AI/ML Products

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SUMMARY

I turn ambiguous admin and workflow problems into systems that scale. I lead with **discovery first**, build **design systems** ready for AI-assisted workflows, and translate **technical complexity** into interfaces users actually understand.

EXPERIENCE

Interplay Learning

Immersive VR/3D training simulations for skilled trades

Senior UX Designer

Apr 2023 - Sep 2026

- Owned the admin/instructor experience end-to-end: user provisioning, content assignment, auto-assignment, and data reporting on learner performance and skills data
- Drove cross-functional alignment by using AI tools to synthesize stakeholder interviews and workflow audits into a shared problem space, catching gaps before teams moved forward
- Designed internal tooling for content, engineering, and product teams, including a localization/translation tool that cut translation turnaround time by 75%
- Took the design system from a blank slate to the standard across every web-facing squad, validated via Pa11y and WCAG audits

Avathon

Custom AI/ML solutions to solve real-world operational problems

Senior Product Designer

Dec 2021 - Apr 2023

- Designed modular, industry-specific AI features for retail, manufacturing, and school-safety clients
- Scaled the design system alongside Figma adoption to streamline design-dev handoff
- Mentored 2 junior designers and led onboarding and design reviews as the team grew

Product Designer

Nov 2017 - Dec 2021

- Designed 0-to-1 AI-driven interfaces for clients in oil & gas, power, finance, aviation, and public transportation, using rapid prototyping to test and validate concepts
- Partnered with engineers and data scientists on AI/ML-driven products well before the field went mainstream, translating model outputs into user-friendly, data-grounded workflows
- Built the company's first design system from scratch in Adobe XD, establishing scalable design practices

EDUCATION

University of Texas at Austin • MS in Information Studies

2017

National Taiwan University • BA in Library and Information Science

2015

SKILLS

Research: User Interviews • Workflow Audits • Usability Testing • JTBD Framework • Data Analysis • Competitive Analysis • AI-Assisted Research (Dovetail, NotebookLM)

Design: Wireframe & Prototype • Design Systems • Accessibility (WCAG) • Responsive Web Design • AI-Assisted Design (Claude Code, Figma Make)