

janine wong.

SENIOR UX DESIGNER · PRODUCT DESIGN · DESIGN SYSTEMS · AI

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A human
that cares
probably a
little too
much.

Education

BBA
Business +
Interactive Arts &
Technology
2011–2016

Skills

Product Design ·
UX Design · Design
Systems ·
Interaction Design
· UX Research ·
Prototyping ·
Information
Architecture ·
Data-Informed
Design · Design
Strategy · AI /
Agent Prototyping
· Figma · Amplitude

Amazon · Senior UX Designer

JUL 2026 – NOW

UX Designer II

AUG 2022 – JUN 2026

- Led a scalable Manage Framework across Products, Orders, Shipments, and Performance, establishing reusable layouts, filters, contextual actions, and side panels adopted across Seller Central.
- Led the Analytics Framework, creating a consistent model connecting primary KPIs to secondary metrics to help sellers understand the “why” behind their business performance; adopted by 2 partner teams.
- Designed and launched key Manage experiences, reducing shipment tracking time by 72% and Buy Shipping time by 75%, while increasing engagement with high-value seller actions.
- Led design for a multichannel selling pilot, achieving 48.7% enrollment and saving 2–3 weeks of UX effort through early pattern alignment.
- Created the initial Figma component library and starter templates, enabling 30+ designers to adopt shared patterns across seller experiences.
- Built an AI agent skill to standardize design-system documentation and generate change requests for design-technologist review.
- Serve as a Bar Raiser design reviewer, reviewing 50+ design requests to identify UX risks and improve design quality before launch.

PayByPhone · Senior Product Designer

AUG 2021 – AUG 2022

Product Designer

MAY 2020 – JUL 2021

- Designed mobile and web experiences used by 7M+ active users, making parking simpler and less stressful for drivers.
- Led end-to-end product design with PM and engineering, combining research, customer feedback, usability testing, and analytics to guide decisions.
- Built a scalable iOS design system to accelerate design workflows and improve product consistency.
- Established customer feedback and analytics practices using app reviews, customer success feedback, surveys, and Amplitude to identify opportunities and inform product decisions.

Mobify (Salesforce) · Product Designer

JUN 2018 – NOV 2019

- Improved the SDK and developer documentation experience, making it easier for developers to build progressive web apps.
- Led UX research and created a product metrics plan to evaluate opportunities and measure product performance; mentored multiple designers through partner projects.

Electronic Arts · Associate Interface Designer

DEC 2016 – MAR 2018

- Converted a mobile-only FIFA Ultimate Team experience into a responsive web application, launching with a 200% YoY increase in daily active users.
- Improved onboarding and club-management experiences through interaction design, micro-interactions, and animation.