

Vanessa Cheung

Product Designer

with over 15 years of industry experience

I'm a passionate designer dedicated to crafting user-centered products that delight users and deliver business results. I have a proven track record of bringing design concepts to life.

- Successfully led the design and launch of Chase's first-ever Assisted Account Opening platform for Credit Cards, resulting in a **30% reduction in average application completion time** for bankers.
- Transformed ADP's Developer Experience for over 4,000 internal developers, saving them an average of 3 hours per day and **increasing their productivity by 20%.**
- Lead designer of an award-winning adaptive compliance training platform used by **over 21 million learners** around the globe.
- Reimagined a course delivery experience by simplifying and automating our process to **reduce turnaround time by 71%, improve productivity by 96%, and save resources by 88%.**
- Led a team to implement systematic and accessible design improvements to our platform, which resulted in a **15% increase in Fortune 100 clients** and **\$12 million in new revenue.**
- Co-created a brand for NYSE Governance Services, which helped to **increase sales by 22%.**

JPMorganChase

VP | Lead Experience Designer 2023 - Present

ADP

Lead UX Designer, Developer Experience 2022 - 2023
Senior UX Designer, Onboarding Experience 2021 - 2022

True Office Learning

Senior Product Designer 2020 - 2021
Product Designer 2017 - 2020

New York Stock Exchange

UI/UX Designer 2015 - 2017

Everyday Health

Marketing Designer 2012 - 2015

Team5

Graphic Designer, Front-end Developer 2009 - 2012

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Technical Skills

User Experience (UX) Design
User Research
Usability Testing
Interaction Design
Visual Design
Design System
Accessibility
Prototyping
Front-end Development
QA Testing

Softwares

Figma • Miro • Sketch • InVision
JIRA • GitHub • Axure • Qualtrics
Adobe CC • Visual Studio Code

Soft Skills

Leadership • Problem-solving
Empathy • Decision-making
Collaborator • Self-Starter
Ambitious • Goal Driven

Education & Certificates

Human-Computer Interaction for UX Design
MIT, 2024

UX Certification in Management
NN/g, 2024

Product Management
Pragmatic Institute, 2022

UX Design
Google, 2022

Agile with Atlassian Jira
Atlassian, 2022

Graphic Design, BFA
Fashion Institute of Technology