JULIAN MERCER

PRODUCT DESIGNER

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Product Designer with 7+ years shaping end-to-end experiences for web and mobile products. Combines user research, interaction design, and prototyping to ship usable features, aligning with engineers and product managers on measurable customer outcomes.

PROFESSIONAL EXPERIENCE

Senior Product Designer Feb 2022 - Present
Figma, San Francisco, CA

- Led design for a commenting and review workflow used by 2.4 million monthly editors, increasing weekly collaboration activity 14%.
- Ran 18 moderated usability sessions across two prototypes, identifying navigation issues that reduced task completion errors 31%.
- Defined interaction patterns and states with engineers in a shared component library, trimming design-to-build handoff time by a third.
- Facilitated cross-functional workshops with product and research to prioritize a quarterly roadmap of five improvements.
- Mentored two designers on critique, storytelling, and scope management through weekly reviews.
- Introduced a design-quality checklist covering states, accessibility, and edge cases, reducing post-release design bugs by about 25%.
- Presented research readouts to company leadership, securing resourcing for two accessibility improvements.

Product Designer Jun 2019 - Jan 2022
Airbnb, San Francisco, CA

- Redesigned the host calendar and pricing flow, raising completion of availability updates from 62% to 78%.
- Partnered with researchers on diary studies of 12 hosts, translating findings into three prioritized opportunity areas.
- Prototyped motion and micro-interactions in Figma and Principle to validate feedback patterns before development.
- Improved accessibility with contrast and focus audits, resolving 40 issues in a release cycle.
- Mapped the end-to-end host onboarding journey with product and support, uncovering four pain points addressed over two quarters.

UX Designer Aug 2017 - May 2019
Intuit, Mountain View, CA

- Designed onboarding screens for a small-business invoicing feature, lifting first-week activation 9%.
- Created wireframes, flows, and clickable prototypes tested with 25 customers before engineering commitment.
- Documented design rationale and edge cases in specifications used by two scrum teams.

CORE SKILLS

Interaction design | User research | Prototyping | Figma | Design systems | Usability testing | Information architecture | Accessibility | Wireframing | Journey mapping | Design critique | A/B test design | Motion design | Stakeholder alignment

EDUCATION

B.F.A. in Interaction Design, California College of the Arts, San Francisco, CA

CERTIFICATIONS

NN/g UX Certification | IAAP Web Accessibility Specialist