Sandy Kong

UX Product Designer

Senior Product Designer with 5+ years of creating impactful, user-centered solutions across aviation, fintech, telecom, and consulting.

✉ sandykong90@gmail.com
🖼 sandykong.net
📱 +1-507-250-4490
👩 linkedin.com/in/sandyux/
📍 Dallas, Texas

LATEST EXPERIENCE

American Airlines - Product Designer

2024 June - 2024 Nov (Contractor)

- Led UX/UI design for American Airlines' customer facing web and mobile prototypes using Figma, including notifications, kiosks, baggage tracking and accessibility features.
- Created workflows, wireframes, and high-fidelity prototypes, conducting usability testing and iterating in an Agile environment.
- Facilitated a Design Thinking workshop for AA's notification rebrand, collaborating with cross-functional teams to deliver user-centered solutions.

Edward Jones - Senior UX Designer

2022 June - 2024 Feb (Contractor)

- Designed and implemented two major internal employee systems using Figma and Sketch to optimize operations across 15,000 US branches. Boosting employee satisfaction by 25%.
- Optimized workflows, wireframes, mockups, and prototypes, cutting development time by 30% and ensuring design consistency.
- Collaborated design thinking sessions with business partners, tripling UX process understanding and integrating agile practices into our design workflow.

Gartner. Inc - Senior UX Designer

2021 Sept - 2022 May (Contractor)

- Designed user experiences for internal and external systems, including Gartner.com, GPI, the Inquiry Form, and the Inquiry Info Page, using Figma and Sketch. Collaborated with business leads to define and refine a high-performance strategy.
- Partnered with product owners, developers, and stakeholders to create design solutions, informed by UX research and testing.

AT&T - UX Designer

2021 Jan - 2021 June (Contractor)

- Designed Atlas, a key feature for skilled internal field technology within AT&T's flagship product, streamlining operations and saving $4.8M annually by enabling remote customer service capabilities
- Enhanced engagement through storytelling, high-fidelity prototypes to communicate product vision and flow. Led cross-functional teams to successfully launch products.

Tonix 3 - UX Designer

2020 Aug - 2020 Dec (Contractor)

- Designed key customer-facing features for a Fortune 600 client's external apps and displays. Developed information architecture and streamlined workflows for optimal user experience. Created user-centric prototypes and user stories for intuitive interaction.

SKILLS

Platforms
Web, Mobile, AC digital display, Kiosk

Design Tools
Figma, Sketch, Adobe Creative Suite, Miro, Figjam, Invision

Coding
HTML, CSS, JavaScript (basic)

Research & Testing
Usability testing, A/B testing, Accessibility testing

EDUCATION

Southern Methodist University
Certificate of UX Design and Strategy

Winona State University
B.A - Graphic Design

Chung-Ang University
Study Abroad - International Marketing

VOLUNTEER EXPERIENCE

Big-Design Conference
Event Coordinator

AIGA Dallas Forth Worth
Chair of UX Event

Adplist.org
UX Design Mentor

TED Conferences | Fargo
Event Specialist