



Karen Chang

Product Designer

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📁 WORK EXPERIENCE

Justworks · Senior Product Designer

Jun 2024 - Present · New York, NY

- Championing the culture of Labs during the merge with Justworks to increase ship rate and design efficiency
- Collaborating with mission teams to unify the Justworks experience, including but not limited to the following projects: merging 3 design systems, consolidating 5 products, and streamlining 3 time-tracking apps
- Defining design system principles and leading the implementation of the Labs developed system that is now adopted as the foundation for Justworks' unified design system to be used across all design teams
- Mentoring junior designers through design feedback, stakeholder management, and career development
- Partnering with the brand marketing team to develop and define brand guidelines

Justworks Labs · Founding Product Designer, Justworks Payroll

Jan 2022 - Jun 2024 · New York, NY

- Established design processes while supporting a team that scaled to 8 product managers and 36 engineers
- Designed experiences that helped the company exceed all goals in the past 3 years, onboarding 500+ paying businesses to Justworks Payroll
- Led 0-to-1 design for 3 responsive products: a customer-facing payroll tool, an internal client operations dashboard, and a client management platform for accountants
- Developed and maintained a scalable, consistent, and thoughtful component design system from scratch
- Influenced product strategy and roadmap through research, personas, journey mapping, and user feedback
- Contributed to the codebase by resolving design bugs, implementing themes, and collaborating closely with engineers to ensure alignment between designs and the final product
- Tokenized colors and components in order to design and build dark mode for the entire product

Konrad Group · Experience Designer

Jan 2021 - Nov 2021 · New York, NY

Led the end-to-end design and strategy of 3 client projects:

- Tablet design of an internal digital point-of-sale and store management tool for AutoZone
- Design system development and marketing website for Trulli Audio
- Marketing website and mobile-friendly web-app for Brookfield Properties' guided home-buying experience

Prior to product design, I worked in advertising at various publishing companies such as **The New York Times Company** and **The Infatuation** doing **Partnerships Strategy**.

🎓 EDUCATION

New York University

B.S. in Media, Culture & Communication
Minor in Studio Art, Dean's List

UX Academy, Designlab

Completed over 480+ hours of UI/UX design coursework & participated in weekly group crits

🔗 SKILLS

Product strategy, user research, user flows, usability testing, A/B testing, wireframing, prototyping, user interviews, basic CSS/HTML

🔗 TOOLS

Figma, Visual Studio Code, InVision, Framer, Balsamiq, Miro, Adobe CC, G Suite, Microsoft Office, Heap Analytics, Tableau, Jira/Confluence, Airtable, Notion