

# Grace Dai

Interaction designer | Product designer

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## Experience

### **Zendesk | Product Design Intern**

May - Aug 2019 • San Francisco, CA

Spent a summer working on the Sunshine CRM platform events timeline.

- Collaborated with designers, researchers, UX content strategists, developers and PMs to improve timeline interface usability and functionality
- Initiated and conducted a tree testing research study for the event timeline filter system, synthesized findings for hand-off
- Consolidated, documented and presented work to Zendesk creative team

### **Kyrie.fm | Designer**

Oct 2019 - present • San Francisco, CA

Currently collaborating with the CEO to launch a podcast discussion platform.

- Increased website usability and functionality through desktop and mobile screen designs
- Working with podcast hosts to create a host dashboard to track listener engagement
- Initiated creation of a design system to unify visual components

### **DiabetesWise.org | Designer + Illustrator**

Mar - May 2019 • Oakland, CA

Worked with Healthmade Design on website for diabetes device adoption.

- Collaborated with other designers on wireframes to improve site navigation and information communication
- Created illustrations to communicate value of devices
- Conducted research for chatbots that could be implemented in the future

### **AWGE Tech + Endorsify | Designer**

May 2018 - May 2019 • San Francisco, CA

Collaborated with developers and clients to execute various website projects.

- Projects include Cinematic Music Label website, ASAP Mob website, and Endorsify's website

## Education

### **California College of the Arts**

BFA Interaction Design

Minor in Visual Studies

- 2016 - 2020 (anticipated)
- Creative Achievement Award Scholarship

## Skills

UX design  
Interaction design  
Systems thinking  
Information architecture  
Physical + digital prototyping  
Design research  
User testing  
Storytelling  
Visual design  
Video editing

## Tools

Sketch  
InVision  
Figma  
Adobe Creative Suite  
Principle  
Abstract  
Arduino

## Languages

English  
Mandarin Chinese