

Mo Chang

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Pittsburgh, PA

EDUCATION

Master of Design

Institute of Design
Illinois Institute of Technology

Master of Business Administration

Stuart School of Business
Illinois Institute of Technology

BA Computer Science

BA Economics

Middlebury College

SKILLS

Management

Data-driven product strategy
UX process implementation
Stakeholder management
Team building
UX evangelization

UX

Interaction design
Concept generation
Prototyping
Design research
Usability testing

Design tools

Figma
Adobe products

Programming & frameworks

HTML
CSS
JavaScript
SQL
Python

AWARDS

2012 IDSA finalist
2012 BraunPrize finalist

Design leader with 13 years of experience building enterprise solutions for technical users. Blending expertise in leadership, design, development, and business to drive business outcomes by making complex products accessible and intuitive.

EXPERIENCE

Head of Design

Redpanda, Remote

May 2022 - present

Built a strategic and impactful Design organization. Led strategy, built products and raised product quality by collaborating closely with leadership (Eng, Product, Marketing, Sales, Customer Success and docs). Drove a data-driven approach and owned company-wide OKRs, resulting in a 10x reduction in time to onboard.

Responsible for evolving the company's strategy and value proposition to one of simplicity that has been adopted by leadership, sales and marketing.

Leadership | Product strategy | Process | UX evangelization | Design org building | Product quality

Sr. Product Design Manager

Hashicorp, Remote

Feb 2021 - May 2022

Led the design team for multi-cloud Security products. Increased the impact of design by building product expertise, user-understanding and a data-driven approach. Collaborated closely with leadership (Directors, VPs and co-founders) to define product strategy and lead initiatives to drive product led growth. Defined user journeys, improved processes and improved design's career ladder.

Product strategy & vision | Stakeholder management | Process | UX evangelization | Team building

Staff UX Manager

Google, PA

Jul 2018 - Feb 2021

Led design across Google Cloud's DevOps products. Defined strategy and process by collaborating with Engineering and Product management leadership. Evolved the understanding of UX, instilled customer empathy, and drove adoption of user journey success as a measure of product success. Built a high-functioning UX team that designed products, raised product excellence, and increased adoption and retention.

Product strategy | Stakeholder management | Process | UX evangelization | Team building

Senior UX Designer

Google, WA

Jul 2014 - Jun 2018

Lead designer for critical Google Cloud Platform products, including APIs, Marketplace, and Cloud Shell. Collaborated with Engineering Directors, Product Managers, and Tech Leads to drive strategy, raise product excellence, and build high-impact features and products.

Interaction design | Wireframing | Documentation | Prototyping | Usability testing | Design research

Interaction Designer

frog design, WA

Oct 2011 - Mar 2013

Designed web-apps for desktop and mobile. Involved in all stages from initial concept development and wireframes to prototyping, usability testing, and collaborating with software engineers.

Interaction design | Wireframing | Documentation | Prototyping | Usability testing | Design research

Professional Services Engineer & Manager

Atomz, CA

Nov 2004 - Apr 2007

Developed hosted search and content-management solutions.

Software development | Project management | Account management | Training