Tommy Chi

Senior Product Designer

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Senior Product Designer with 5 years of experience in enterprise SaaS, government portals, and manufacturing data systems. Helped win a $1.6M+ US state government contract with a clickable prototype built in 48 hours, and cut a login module's front-end build time by 67% with an accessible component library. PMP certified; aligns design, engineering, and business stakeholders.

WORK EXPERIENCE

Product Designer & PM - Logikco, Taiwan/ US (Remote) | Feb 2023 - Present

- Helped win a **$1.6M+** US state government contract with a clickable HTML prototype built with Claude Code in **48 hours**. Used Claude to extract every role and rule from the agency's documents, checked them against the source, and turned our shipped design system into tokens, cutting concept time by 60%, from 5 days to 2. Engineers reused most of the token file, and the product went live 11 weeks after the win.
- Redesigned a US state records portal to pass the client's **WCAG 2.2 AA** acceptance, and proposed fixing its core tasks beyond the brief: search-to-report went from 6 pages to 3 (-50%) by merging confirmation into checkout, and sign-up now flags errors on the step that caused them.
- Rebuilt the portal's login module on an accessible component library, cutting its front-end build time by 67%, from 3 weeks on past projects to 1.
- Partnered with US-based PMs and engineers to take over a lagging project: re-scoped the work and introduced Agile, halving the development cycle from 4 weeks to 2 (-50%). Delivered the project successfully, turning around client satisfaction and earning strong recognition.

Product Designer - WormHole Tech, Taiwan | Nov 2021 - Feb 2023

- Secured **10+ partner MOUs** and **NT$1.25M** in initial revenue at Germany's K-Show by building interactive UI demos. Earned a nomination for the Taiwan Robotic Intelligent Systems Excellence Award.
- Turned complex machine parameters and production flows into data-dense, intuitive dashboards for a manufacturing carbon footprint system.

Freelance Product Designer & UX Consultant | Feb 2023 - Present

- Earned 2 consecutive feature commissions (dating, member rewards) from a B2C music-social app by validating direction with competitor analysis before designing.
- Strengthened brand consistency for B2B and e-commerce clients through UI/UX design, pitch decks, and intro videos.

SKILLS

- **Design:** End-to-End Product Design, Design Systems, Figma (Variables, Auto Layout, Tokens), WCAG 2.2 AA, User Research, Prototyping, Information Architecture
- **Technical Literacy:** Claude, HTML5/CSS3/JavaScript, Git/GitHub, VS Code, Python, C#, GA4, Hotjar, A/B Testing
- **Process:** Agile/Scrum, PMP, Design-to-Dev Handoff, Cross-functional Communication, Conflict Management
- **Languages:** English (Business Fluent, TOEFL 89), Mandarin (Native)

EDUCATION & CERTIFICATIONS

- PMP® (Project Management Professional) — Project Management Institute (PMI) | Nov 2024 – Present
- Bachelor of Arts (BA) in Creative Product Design — Asia University, Taiwan | Aug 2015 – Jun 2019