

Andrew Lin

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WORK EXPERIENCE

JPMorgan Chase

New York, NY

Senior Product Designer — Digital Banking & Payments (Zelle, Transfers, Mobile Deposit)

Jan 2024 – Present

- Lead end-to-end design for Quick Deposit, Chase's mobile check deposit platform serving 55M+ mobile customers; led 0-to-1 design of Instant Access, set to be the first instant fund-availability feature from a major U.S. bank, now in development for a 2026 launch and projected to lift deposit completion 12%.
- Drove mobile deposit accessibility improvements that raised task success for blind and low-vision users from 10% to 50% in usability testing; outcomes influenced Mitek's industry accessibility standards and earned recognition from senior leadership.
- Designed Pay with Zelle iOS home screen widgets, now in development, that cut steps to send money by 40% for a payments experience serving ~4M daily users.

Shopify

New York, NY

Product Designer II — Orders & Payments, B2B Commerce

Sept 2021 – May 2023

- Led end-to-end design of automated payment capture, driving adoption across 760 merchants and \$2.8M GMV in the first month of launch, scaling to \$30M+ annualized GMV within two quarters.
- Defined UX strategy for Shopify's B2B expansion, designing payment reminders and business account hierarchies that cut late payments 22% and unlocked flexible payment terms for wholesale and enterprise merchants.
- Designed core order and payment experiences within a commerce ecosystem processing \$1B+ in monthly GMV, running usability studies and A/B tests that improved checkout task completion 9%.
- Shaped product direction by partnering cross-functionally with engineering, data science, and executive stakeholders to align UX decisions with business outcomes; mentored 2 UX interns through onboarding and career development.

Kayak

Boston, MA

UX Design Intern — Hotel Search & Discovery

Jun 2021 – Sep 2021

- Redesigned and shipped KAYAK's hotel map and location experience for millions of monthly travelers, improving visibility of nearby amenities, landmarks, and points of interest to drive faster, more confident booking decisions.
- Led a UX research initiative with 12 users to identify pain points across the booking journey, synthesizing findings into product recommendations presented directly to KAYAK's CTO and CIO.

HP

San Diego, CA

Programmatic Advertising Associate

Nov 2019 – Aug 2020

- Managed 15+ digital campaigns (\$30K–\$1M budgets) for HP North America's PC business; ran A/B tests on ad creative and landing pages with marketing and analytics teams, driving a 15% year-over-year increase in ROAS.

EDUCATION

UCLA — Bachelor of Arts, Global Studies & Asian American Studies

Los Angeles, CA

- Regents Scholar: university's highest academic honor, awarded to top 1.5% of UCLA students.
- Critical Language Scholarship: fully funded U.S. State Department scholarship, awarded to top 10% of applicants.

SKILLS

AI-Native Workflow: Designed, coded, and animated my entire portfolio site, interactive prototypes, and motion/video work end-to-end with AI (Claude Design, Claude Code)

Design: Interaction Design, Prototyping, Design Systems, Accessibility (WCAG), UX Research, Usability Testing, Wireframing, Journey Mapping, Motion Design, Systems Thinking, A/B Testing, Data-Informed Design, AI/ML Product Design, Conversational & Agentic UX, Prompt Design, Design Strategy, Cross-Platform Design (iOS, Android, Web), Stakeholder Management

Tools: Figma (Auto Layout, Variables, Dev Mode), FigJam, Miro, UserTesting, ProtoPie, Framer, After Effects, Illustrator, Photoshop, Maya, HTML/CSS, Design Tokens, AI tools (Claude, ChatGPT, Cursor)