



# Timmy Chiu

## Product Designer

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### EXPERIENCE

#### Staff Product Designer, Intuit

Jan '25 - Present

- » Leading multiple initiatives to enhance agentic experiences for pre-authentication users and streamline QuickBooks onboarding, driving +\$4.5M in annualized revenue.
- » Defining scalable interaction patterns for generative AI experiences, ensuring durability and reusability product wide.
- » Built an internal Figma library with 150+ shared components to accelerate design velocity and consistency.

#### Senior Product Designer, Intuit

May '22 - Dec '24

- » Led AI-driven designs for bills and estimates, increasing smart extraction usage 5x and improving efficiency by ~42% for 25M+ expenses and 20M+ bills monthly.
- » Designed Intuit's first Web 3.0 wallet, supporting 6+ cryptocurrencies, all traditional FIAT currencies, and digital asset management via new crypto payment rails and multi-party computing.

#### Product Designer, C3 AI

Aug '21 - Apr '22

- » Led design efforts for US government projects, including missile defense visualization and geospatial tracking for the US Space Force.
- » Designed an ML-powered kinetic data analysis tool for the Missile Defense Agency, reducing turnaround time and cost by 673%, resulting in a \$500M DoD contract.

#### Product Designer, Interactions LLC

Jul '21 - Jan '22

- » Designed an innovative system for Intelligent Virtual Assistants, enabling agents to handle multiple tasks simultaneously.
- » Increased agent task capacity 8x, reduced customer wait times by 5 minutes, and improved speed to live agents by 20%.

#### Product Designer, HireEZ

Nov '20 - Jul '21

- » One of the first three designers at a SaaS enterprise, helped scale the team to six.
- » Designed an end-to-end workflow integrating the first private candidate database, expanding the talent pool by 64M+ profiles.

### EDUCATION

#### Carnegie Mellon University

Master of Human-Computer Interaction  
School of Computer Science  
GPA: 4.12

#### Savannah College of Art & Design

Bachelor of Fine Arts in Visual Effects  
Minor in Technical Direction  
GPA: 3.88

### ABOUT ME

I am an end-to-end product designer who combines my design and technical background to solve complex problems. My insatiable curiosity has led to many experiences that enable me to thrive in ambiguous environments. Together, we'll use data to build the right thing. For the right reason. For the right people.

### SKILLS

#### Design

- » A/B Testing, Customer Journey Maps, Microinteractions, Personas, Rapid Prototyping, Reverse Assumptions, Service Design, Wireframing

#### Research

- » Affinity Diagramming, Competitive Analysis, Contextual Inquiry, Observe & Intercept, Speed Dating, Storyboarding, Think Aloud Protocol, Usability Testing

#### Programming

- » Basic knowledge of HTML, CSS, Javascript, C#

#### Personal

- » 3D Printing, Mediocre Cooking, Photography, Drone videography