jordan kiga

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I'm a seasoned product designer who thrives on creating refreshing and meaningful human-centered design experiences.

EXPERIENCE

Senior Product Designer
Twilio

January 2022 - February 2023
Seattle, WA

A cloud communication platform as a service (CPaaS). Helps developers create custom experiences.

- Researched, designed, and tested a customer phone number upgrade flow that increased overall registration completion.
- Launched a customer dashboard to provide visibility into their messaging queues that reduced Enterprise customer churn.
- Established a design process on three different teams to create more efficient and collaborative workflows.
- Created a UX vision for three different product teams in collaboration with cross-functional partners.

UX Designer
Zipwhip

July 2016 - December 2021
Seattle, WA

A cloud-based business texting software as a service (SaaS) and API provider.

- Redesigned the entire password reset experience for our Web app that reduced incoming support calls by 18%.
- Successfully designed and launched a Desktop app that increased overall SaaS daily active users by 15%.
- Headed design efforts for an internal tool that helped the Sales team consolidate their workflow by five days.
- Led all design system efforts with team members and Engineers to ensure consistency across all designs and components.

EDUCATION

University of Washington
BDes in Interaction Design

Seattle, WA

UW IxDA Treasurer
Rome Study Abroad Design Participant

INDUSTRY SKILLS

Product Design, User Experience, User Research, Usability Testing, Prototyping, Design Strategy, Design Systems, UI Design, Design Integration, Agile Workflow

TOOL SET

Figma, Keynote, Sketch, UXPin, InVision, Adobe Creative Suite, Jira and Confluence, Google Suite, Basic HTML/CSS

INTERESTS

Dancing, Soccer, Hiking, Punny Jokes, Trying New Restaurants

References available upon request.