John Sun

Product Designer

CONTACT INFO

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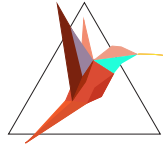- www.johnsunportfolio.com

SKILLS

UX Design Methodology

- Mobile and web design
- Animation and illustration
- Design and user research
- CIF testing
- Guided usability testing
- Rapid prototyping
- Lo-fi mock-ups/wireframing
- Competitive analysis
- A/B and multivariate testing
- Information architecture
- Motion graphics

Collaboration and Leadership

- Led executive presentations and debriefs
- Organize and lead design workshops
- Facilitate design critiques and reviews
- Participated in design speaker panels

EXPERIENCE

FreeWire Technologies, Inc.

Oakland, CA
Lead Product Designer   Jan 2023 - Present

- Conceptualized and developed the UX and visual designs for two software products (Asset Management Platform (AMP) and Mobilyze) and a hardware product, the Boost EV charger.
- Led end-to-end design and animation process for interactive touchscreen for Freewire's Boost EV chargers.
- Spearheaded and managed the development of a company-wide design system - includes accessible color palette, style guide, and font library. Used in hardware and software.
- Led bi-weekly design roadmap and playback sessions with the Executive team and PMs to facilitate feedback exchange, articulate design rationale, and secure consensus.
- Collaborated with PMs and Engineering to redesign AMP's existing information architecture to improve user navigation and asset management.
- Oversaw all aspects of the design research process, from heuristic evaluations and stakeholder interviews to benchmark and usability tests.

Rivian Automotive, Inc.

Palo Alto, CA
Senior Product Designer   Feb 2021 - Nov 2022

- Designed the first-version of Rivian's proprietary remote charging platform (Rivian Energy Cloud). Product features included: access control, bulk pricing, site and charger details, financial statements portal, firmware campaigns, tiered energy pricing, log search, and remote charging.
- Facilitated user research studies by writing interview questions and tasks, building interactive prototypes, and administering usability tests.
- Conducted and led design QA process with other designers, Engineering, and Product Management to discover potential gaps and discrepancies between design and execution; findings and bugs were filed in JIRA.
- Led regular product design reviews with other designers, engineers, and stakeholders to evaluate designs to ensure the product is optimized to meet user needs and functionality and performance requirements.
- Conducted external and internal user interviews to gather insights on product requirements; coordinated and led brainstorming sessions to provide multiple viable options for customizable charger pricing.

IBM

Foster City, CA
User Experience Designer   Jun 2017 - Jan 2021

- Designed features and enhancements for Aspera On Cloud - a SaaS enterprise

SOFTWARE

- Figma
- Sketch
- Illustrator
- Photoshop
- After Effects
- Premiere
- InVision
- Asana
- Trello
- JIRA
- Confluence
- Zeplin
- Loom

AWARDS

- IBM Manager's Choice Award: Design Challenge (2019)
- IBM Manager's Choice Award: Graphics Application Tutorial (2019)
- IBM RockIT Award (2018)

EDUCATION

California College of the Arts

San Francisco State University

(continued)

product. Features included: favoriting folders, auto-deactivation of accounts, key and secret pairs, shared archiving, and external sharing.

- Designed the first release of an enterprise broadcasting product, Aspera Streaming for Video that empowered technicians to manage video connections across various locations.
- Designed method for visualizing analytics within the Aspera on Cloud product; allowed customers to easily and quickly gain insight into transfer activity, volume usage, and user activity.
- Presented competitive analysis, heuristic evaluations, and product use cases to managers and stakeholders which drove the improvement of existing products.
- Designed and taught training courses on Sketch to cross-functional teams to foster knowledge-sharing and collaborative relationships.