

# JANE MUN

## USER EXPERIENCE & PRODUCT DESIGNER

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### EXPERIENCE

#### UX/UI Design Manager | Girl Scouts of the USA Oct 2023 - Present

- Spearhead design strategy for Girl Scouts of the USA (GSUSA), developing product roadmaps for all digital platforms, contributing to the sale of ~200 million boxes of cookies during an annual Cookie Season
- Design user-centered interfaces that engage over 1 million active users, including both girl and adult members of GSUSA, enhancing user satisfaction and engagement
- Lead UX direction in collaboration with Senior Vice President of Customer Applications and the Senior Director of Product, ensuring alignment with organizational goals and user needs
- Work cross-functionally with product owners, project managers, software engineers, and marketing designers across multiple initiatives, including Digital Cookie, MyGS, Volunteer Toolkit, and the Girl Scouts Online Store
- Manage UX design projects, providing mentorship and constructive feedback to team members with the result of delivering high-quality, user-focused solutions

#### UX Designer | Tandem Diabetes Oct 2021 - Mar 2023

- Implemented and standardized new Material UI design library across 3 product teams, resolving missed product delivery dates and increasing consistent feature releases
- Collaborated daily with product owner and stakeholder constituents to roadmap and execute quarterly and yearly product releases and goals
- Supported development team by providing retrospectives and weekly UX office hours, as well as helping to connect other Tandem product teams together to bridge technical knowledge gaps
- Utilized Figma to deliver hi-fidelity mockups for administrative healthcare web app in a cross-functional and agile environment
- Identified user needs by organizing and conducting usability tests and analyzing research data

#### Co-Founder, Lead UX Designer | Digital Moon June 2022 - Present

- Design and develop e-commerce websites according to client specification
- Research, design, document, and oversee compliance with the e-commerce organization's strategy and voice for social media accounts

#### UX Designer | Spectrum/Charter Communication June 2021 - Oct 2021

- Conducted usability tests that focus on accessibility, including dark-mode and high-contrast screens
- Designed high-fidelity prototypes in Figma for customer service software

#### Senior UX Designer | Wells Fargo May 2019 - May 2021

- Improved User Experience for client account management software by generating Axure designs meeting business requirements and ADA standards

#### Product Designer | Events.com Oct 2018 - Apr 2019

- Collaborated with product owners, development, and stakeholders to deliver iterative designs of event planning web app via Axure based on user tested feedback and technical constraints

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### SKILLS

- Design Mentorship: DesignLab, ADPList
- Tools: Figma, Axure, Sketch, InVision, Balsamiq, Omnigraffle, Canva, Photoshop
- Design: Prototyping, Persona, Storyboard, User Flow, Video/Photo Editing, Brand Logo Design
- Research: Usability Study, Competitive Analysis, User Journey

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### EDUCATION

B.A. Psychology | University of California, San Diego