

KAIA GUAN

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Product Designer | Complex Systems, Research & End-to-End Experiences

PROFESSIONAL SUMMARY

Product Designer who brings systems thinking, research, and end-to-end execution to complex products. Experience spans enterprise HR software, two-sided platforms, creator tools, and program/client experiences. Balances user needs, business rules, accessibility, and technical constraints through close cross-functional collaboration.

CORE EXPERTISE

Design: end-to-end product design, complex workflows, systems thinking, information architecture, interaction design, dashboards, design systems, responsive UI

Research and delivery: interviews, surveys, usability evaluation, workflow analysis, research synthesis, prototyping, engineering handoff, implementation support, design QA

Tools: Figma, FigJam, Miro, Maze, UserTesting, Dovetail, Google Analytics, Jira, Confluence

AI-assisted workflow: Codex, Claude, Cursor for research synthesis, edge-case exploration, and rapid prototyping

PROFESSIONAL EXPERIENCE

Paycom

September 2024 - February 2026

Product Designer | Grapevine, TX

- Designed configuration-heavy enterprise HR workflows and module redesigns across Benefits, Leave Management, Government & Compliance, Talent Acquisition/ATS, and Background Checks.
- Translated policy rules, operational requirements, and multi-role needs into scalable system structures, reusable configuration patterns, clearer administrative workflows, and dashboard experiences.
- Worked end to end with product, engineering, QA, compliance, and design-system partners - from problem framing and workflow analysis through prototyping, handoff, implementation support, and design QA.
- Led the design of a shipped Custom Leave capability, structuring complex setup into reusable eligibility, earning, and holiday-earning profiles for employer-defined, state and local, and country-specific policies.
- Redesigned a Leave Management dashboard around action-required items, urgency, and next-step guidance based on task-focused feedback.
- Collaborated with the Design System team to evaluate form components in real ATS workflows and translate findings into reusable guidance for field hierarchy, component selection, sizing, and layout consistency.

Tutoria

March 2022 - January 2024

User Researcher | Brooklyn, NY | Remote

- Conducted mixed-method research across learner and volunteer journeys for a two-sided platform serving immigrants and newcomers.
- Combined interviews, surveys, usability evaluation, competitive analysis, and Google Analytics signals to investigate onboarding, scheduling, matching, return engagement, trust, and service clarity.
- Collaborated with marketing to align research priorities and synthesize qualitative and behavioral evidence into prioritized UX recommendations and future product opportunities.

Tribalii

April 2022 - March 2023

UI Designer | Atlanta, GA | Remote

- Owned end-to-end product and UI design for a desktop creator-platform MVP, from research, information architecture, and feature definition through flows, wireframes, prototypes, design-system foundations, and final UI.
- Collaborated with developers across 12 Agile sprints through implementation and design QA, helping turn the defined MVP into a functional, runnable product experience.

Acewise Global Inc.

February 2018 - February 2020

Project Manager, Program Design & Partnerships | Palm Beach Gardens, FL

- Designed and managed end-to-end K-12 program experiences, translating stakeholder needs and operational constraints into structured journeys across schools, students, families, educators, and international partners.
- Coordinated communications, schedules, partner handoffs, participant logistics, and on-site delivery across key experience touchpoints; created digital and promotional materials and used participant feedback to improve subsequent program cycles.

EDUCATION & PROFESSIONAL DEVELOPMENT

CareerFoundry - UX/UI Design Certificate

Villanova University - M.A. in Communication; Graduate Certificate in Mediated (Digital) Communication