

JACKSON JIANG

PRODUCT DESIGNER

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AWARDS

**Information Is Beautiful
Longlist**

2024

IxDA Shortlist

2023

BACHELOR OF DESIGN,
INTERACTION DESIGN

University of Washington

2018 – 2023

UX DESIGNER

T-Mobile

Dec 2025 – Present

Led end-to-end design for digital service flows across mobile and web platforms, supporting high-traffic consumer experiences.

Partnered with product, engineering, and research to translate complex account and billing rules into reusable patterns for high-traffic consumer journeys.

Drove design decisions through usability testing and qualitative research, iterating on flows to improve clarity, efficiency, and user confidence.

PRODUCT DESIGNER

Akkio

Nov 2024 – Nov 2025

Led product design for AI-driven marketing workflows that transformed campaign data into actionable insights, cutting decision time from weeks to minutes.

Defined Akkio's chart library and visual language to improve clarity, hierarchy, and narrative flow across the Akkio product.

Designed expressive yet disciplined data visualizations that balanced analytical depth with approachability, maintaining brand consistency across the platform.

PRODUCT DESIGNER

Arca

Mar 2022 – Jun 2023

Developed interface for a smart camera control app, prioritizing privacy for secondary stakeholders while showcasing research outcomes and instilling trust and security.

Led the creation of high-fidelity prototypes, emphasizing privacy in smart cameras and spatial sensing technologies, and fostering ethical considerations through UI.

The project was finalist for Interaction Awards 2024.

UX DESIGNER +
FRONTEND DEVELOPER

RPI Print

Apr 2022 – Sep 2022

Led research and redesign of a factory order-management portal used across finance, customer service, routing, and production, reducing average task-completion time by 60%.

Built and handed off a modular HTML/CSS component library and reusable interaction patterns tailored to a small engineering team.