

VIVIAN NGAI

CONTACT

- vivian@byVivian.com
- <https://byVivian.com>
- <https://linkedin.com/in/vivianngai>

SUMMARY

Senior Product Designer with 8+ years delivering end-to-end across B2B SaaS and digital products — from early research through to shipped, production-ready design. I work across the full stack: research, interaction design, design systems, and increasingly, AI-assisted workflows. I do my best work embedded in cross-functional teams where design sits close to product strategy, and I'm driven by outcomes — clear, accessible experiences that hold up under real use.

HARD SKILLS

- Design systems
- User research
- Interaction design
- Figma
- Prototyping & wireframing
- Usability testing
- UI Design
- Information architecture
- Visual design
- Accessible & inclusive design
- AI-Assisted Design
 - Claude · Gemini · Cursor
- Mobile Design
- HTML/CSS

SOFT SKILLS

- Systems thinking
- Cross-functional collaboration
- Communication & storytelling
- Empathy
- Attention to detail
- Curiosity
- Takes initiative
- Problem solving
- Navigating ambiguity
- Organisation

WORK EXPERIENCE HIGHLIGHTS

SENIOR PRODUCT DESIGNER

Xero | September 2021 – Present

- Delivered Figma designs on schedule and focused on quality, consistency to meet design system standards, and to meet customer and business problems
- Contributed to identifying research opportunities, planning and undertaking relevant research and testing
- Developed effective cross functional relationships with Product and Engineering, Product Marketing counterparts as well as other design practitioners (research, design system, content, accessibility)
- Incorporated AI tools (Claude, Gemini, Cursor) into the design workflow — supporting research, exploration, prototyping, and written specs

PRODUCT DESIGNER

takecare19 | March – July 2020

- Started, led, designed, branded, and managed this MVP website from inception to launch on a short timeline to thousands of visitors
- Collaborated with a developer remotely by providing user stories, scope, information architecture for the database, mockups, prototypes, visuals, specs

INTERACTION DESIGNER

CampBrain | June 2017 – December 2020

- Designed features alongside Product team, while collaborating with wider cross-functional Development team to solve and build the right features for flagship B2B SaaS and supporting B2C products
- Translated user requirements into sketches, wireframes, user interface mockups (low & high fidelity), specs, and ensuring user experience acceptability for quality
- Conducted user research to gather business and user needs and testing to validate concepts and usability; iterated to ensure improvement on function and usability of features

DIGITAL AND WEB DESIGNER

byVivian | September 2015 – May 2017

- Designed visual branding, graphics, and Wordpress websites for clients while managing all aspects of the projects and meeting scope of the project on time and client satisfaction

EDUCATION

RED ACADEMY

Diploma, UX Design Immersive | 2017

UNIVERSITY OF TORONTO

Master of Arts, Sociology | 2009 – 2010

RYERSON UNIVERSITY

Bachelor of Arts, Sociology | 2005 – 2009