

ZHENQI CAI

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SUMMARY

Senior Product Designer (7+ yrs) building 0→1 products and scaling AI-driven systems across Amazon, SAP, IBM, and startups.

I design intuitive, user-facing experiences that turn complexity into clarity—and drive better decisions.

EXPERIENCE

Amazon · UX Designer II *New York, NY · Nov 2022 – Present*

GPSR Compliance System

- Reframed EU regulatory compliance into a scalable system powering 100M+ product pages (67% A/B preference)
- Exposed upstream data gaps (2.33/5 relevance), driving a cross-org overhaul and shaping the 2025 roadmap
- Led a 2-day stakeholder workshop (4.8/5), turning 48 concepts into prioritized product direction
- Reframed onboarding into a cohesive qualification system, improving onboarding clarity and reducing early-stage drop-off

Stonk Tech · Founding Product & Brand Designer *Remote · Apr 2022 – Nov 2022*

- Defined the brand’s visual language from ambiguity and built a scalable design system from 0→1
- Designed and launched a responsive landing experience, translating product value into a compelling narrative for users and investors, contributing to a seven-figure angel round

Weee · Product Designer *Fremont, CA · Sep 2021 – Mar 2022*

- Designed a 0→1 “Ready-to-Go” delivery workflow, translating complex logistics systems into an intuitive experience (+13.9% weekly GMV uplift)
- Mapped end-to-end fulfillment systems and eliminated checkout friction, improving conversion and learnability (5/5 usability score)

SAP · UX Design Intern, Design System *Palo Alto, CA · Jan 2020 – Sep 2021*

- Expanded SAP Fiori for iOS through reusable components, improving cross-platform consistency and developer adoption
- Contributed to scalable design system architecture across a large enterprise ecosystem

IBM · UX Design Intern *San Jose, CA · Sep 2018 – Aug 2019*

- Designed an AI-powered decision-support system, making opaque model outputs interpretable and actionable
- Introduced data visualization and progressive disclosure to improve trust in AI-driven decisions

Tetrate · Founding Product & Brand Designer(Contract) *San Francisco, CA · Jun 2018 – Aug 2018*

- Defined product narrative and visual language for a cloud platform, supporting Series B growth and investor positioning

EDUCATION

M.S. Human Factors & Ergonomics · San Jose State University

B.Eng. Electronic Science & Technology · Harbin Institute of Technology

SKILLS

AI/ML systems, machine learning (ML), decision-support systems, explainable AI (XAI), complex workflows, platform design, data visualization, UX design, product design, Figma