Heehean (Christina) Sa

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EXPERIENCE

UX Designer II

GLG - New York, NY *Nov 2025 – Current*

- Designed AI-powered **interview experiences** for an expert network platform, **translating requirements into flows, wireframes, and interactive prototypes**.
- Conducted **15+ user research interviews** with internal stakeholders to create **user personas and journey maps** that informed product strategy and improved customer experience across multiple business verticals.
- **Improved design processes and workflows** for growing design team (1+ year old), implementing systematic documentation and **developing metrics tracking systems** in Excel to measure design impact.

UX Designer

MICROSOFT XBOX (Contract) - Redmond, WA *Jun 2022 – Jun 2025*

- Designed an **AI-driven chatbot** for Xbox support, increasing resolution rates from **30% to 89%** through optimized **conversational flows, error handling, and prompt design** that streamlined self-service pathways.
- Reduced human escalations by **26 pts (38% → 12%)** by refining **routing and escalation logic**, expanding chatbot capabilities across the support ecosystem with **agent-assisted handoff integration.**
- Ensured **WCAG 2.2 accessibility compliance** across conversational experiences, prioritizing ease of use, high quality, and digital accessibility in all product solutions.
- Collaborated cross-functionally with **Product, Engineering, and ML teams** in an **agile environment** to iterate on AI-powered experiences and align design decisions with technical capabilities and business goals.

UX Designer

MICROSOFT (Sponsored Project) – Seattle, WA *Jan 2025 – June 2025*

- Developed an **AI-powered interface** for Excel to **streamline financial data workflows** for financial professionals.
- Led **end-to-end design process** from discovery research through prototyping, simplifying complex workflows and reducing manual analysis time

UX Design Intern

GESTURE @C21 – Seattle, WA *Jun 2017 – Aug 2017*

- **Led and conducted on-campus interviews** with more than 500+ students, organized and analyzed data
- **Presented insights and design recommendation** to the clients using the storyist method

EDUCATION

MS in Human Centered Design & Engineering | **University of Washington** | **Seattle, WA** *2023 – 2025*

BS in Molecular, Cellular & Developmental Biology | **University of Washington** | **Seattle, WA** *2015 – 2019*

ADDITIONAL EXPERIENCE

Preventive Medicine Specialist

US ARMY Reserve – Joint Base Lewis-McCord *Jun 2016 – Jun 2022*

- Deployed to the Middle East from August 2020 - June 2021, honorably discharged as a Sergeant (E5)
- Delivered actionable recommendations on environmental health risks to facility managers and commanding officers, reducing soldier risk exposure and improving safety compliance

SKILLS

Design: Wireframing, Visual Design, Interaction Design, Design Systems, Scalable Interaction Patterns, Information Architecture, Interactive Prototyping, Advanced Figma Proficiency

AI Specialization: Conversational AI Design, Agentic Workflow Design, AI-Powered UX, Accessibility (WCAG 2.2), 0→1 Product Design, Claude Code, Cursor