

Mengmeng Chen

San Jose, CA | Chenmengm19@gmail.com | 929-208-8268 | ccdmm.net | LinkedIn

Senior Product Designer with experience across healthcare, AI products, complex workflows, and design systems. Leads end-to-end product design from research and early concepts through prototyping, implementation, and launch. Uses AI-native prototyping and coding workflows to test ideas and work through technical tradeoffs with product and engineering.

Experience

Nov 2025 to Jul 2026

Vibrant Wellness, Bay Area | *Senior Product Designer*

May 2022 to Oct 2025

Vibrant Wellness, Bay Area | *Product Designer*

- Owned product strategy and end-to-end design across healthcare products serving **250K+ patients and 4K+ providers**, including the Provider Portal, CRM, Interactive Reports, AI Reports, and Patient Navigation System.
- Mapped the Client Success team's daily journey across spreadsheets, alerts, notes, and account records, then redesigned the CRM to bring revenue, risk, and account health into one shared view; reduced data reconciliation time by **70%+**, cut review preparation by **35%**, and generated an estimated **\$180K in annual savings**.
- Led user research and usability testing across 50+ redesigned pages, improving information architecture, accessibility, and mobile UX while driving a **58% increase in monthly traffic**, equal to 34K additional visits, within two months.
- Translated an ambiguous reporting problem into a **0-to-1 AI-powered patient reporting experience**; used high-fidelity prototypes and qualitative and quantitative insights to validate concepts, while reusable report patterns increased year-over-year order rate by **82%**, adding 8K annual orders.
- Built and evolved **four interconnected design systems** with reusable Figma components, variables, semantic tokens, responsive patterns, and accessibility guidance across complex web and mobile products.
- Built and taught an AI-native prototyping practice that **tripled prototyping speed across 2 teams and 10 designers**, helping teams test ideas and align with engineers earlier.

Nov 2023 to Jul 2026

AgentX | *Lead Product Designer (Part-time Contract)*

- Partnered with founders and engineers from the pre-seed stage to shape product strategy, roadmap priorities, and end-to-end design as the multi-agent platform scaled to **136 countries**.
- Designed core experiences for AgentX, an all-in-one platform for building, deploying, and orchestrating multi-agent systems, including agent creation, Workflow, Workforce, MCP, and AI Evaluation; helped nontechnical users **configure agents, coordinate multi-agent work, follow task handoffs, and understand reasoning**.
- Synthesized builder interviews, usability sessions, session recordings, and heatmaps into clear product direction, contributing to a **35% increase in user activation** and a **50% increase in feature adoption** within three months.
- Built **multiple design systems from the ground up**, establishing reusable components, interaction patterns, and visual standards across core platform surfaces.
- Built high-fidelity interactive prototypes with Figma Make, Cursor, Codex, and Claude Code to validate UX and technical feasibility, moving features from research to production in 3-12 days and reducing design-to-development cycles by **40%**.
- Developed the **Trust Stack** and a documented post-launch feedback framework that turned research, product signals, and implementation learnings into reusable guidance for future releases.

Oct 2021 to Apr 2022

Robinland | *Product Designer*

- Designed investor onboarding, data dashboards, and fundraising workflows for a DeFi real estate investment platform.
- Collaborated with product and engineering to deliver responsive web experiences before Robinland's acquisition by Ark7.

Education

New York University | M.S. Integrated Digital Media (GPA: 3.9) | **Parsons School of Design** | BFA, Product Design

Skills

UX & Product Design Product Strategy, End-to-End Product Design, Healthcare UX, Complex Workflows, Journey Mapping, Research Synthesis, Interaction Design, Information Architecture, Visual Design, User Research, Usability Testing, Rapid Prototyping, Design Systems, Accessibility

Tools & AI Development Figma, Figma Make, Framer, Cursor, Codex, Claude Code, MCP, ChatGPT, AI-Native Prototyping & Coding, HTML/CSS, Vercel

Awards

Red Dot Design Award, Medical Devices & Technology (2025) | **London Design Award Gold**, Best Use of AI & Machine Learning (2024)