

Karen Wong

Work Experience

Salesforce | Senior Product Designer

Dec 2021 - Present, Seattle, WA

Senior Product Designer on Salesforce Flow, the company's automation platform, driving UX for contextual AI and intelligent, agent-driven product experiences.

- Established reusable conversational AI patterns for the MuleSoft Anypoint Exchange Agent, evolving a passive API marketplace into an intelligent, agent-driven platform for streamlined asset management and discovery.
- Spearheaded the UX strategy for Agentic Forms, architecting a portability framework that enables seamless reuse of deterministic Screen Flows across AI Agents and core Salesforce platforms.

LevelTen Energy | Senior Product Designer

Aug 2019 - Nov 2021, Seattle, WA

Sole in-house designer for renewable energy SaaS platform with customers including Starbucks, Salesforce, Bloomberg, and more, facilitating \$5B+ in renewable transactions.

- Led design for core product suite: Energy Marketplace, Asset Marketplace, RFP and Performance Monitoring tools to accelerate clean energy adoption.
- Improved user engagement and retention by 20% through refined onboarding and streamlining data visualization into digestible and proactive insights that drive decision making.

Samsung Mobile | UX Designer

May 2018 - July 2019, Bellevue, WA

UX design lead for flagship device (Galaxy S10, Note 10, Galaxy Fold) launches and communication applications serving North American carriers.

- UX lead for Visual Voicemail and Real-time Text, crafting seamless integrations of third-party applications (AT&T Call Protect, T-Mobile Visual VoiceMail) with Samsung native communication suite.
- Managed carrier usability feedback and market localization requirements during critical device development phases.

F5 Networks | Software Engineer

Oct 2015 - May 2018, Seattle, WA

Front-end developer who led design and implementation of internal test management tools for Cloud Operating and System Test team.

www.karenwong.design

karen.wsywong@gmail.com

linkedin.com/in/karenwong/

Education

University of Washington

Bachelor of Arts

September 2009- May 2013, Seattle

Certification

International Association of Accessibility Professionals

Certified Professional in

Accessibility Core Competencies

Jan 2023 - Jan 2026

Skills

Design

Information architecture, Interaction design, User research, Usability testing, Rapid prototyping, Wireframes, UI design, User flows, Competitive analysis, Heuristic evaluation, Visual design

Tools

Cursor, Claude Code, Figma, Sketch, Principle, Adobe Creative Suite

Programming

HTML/CSS, JavaScript, Python