

Sabrina Yeung

Senior Product Designer

San Francisco, CA, United States | [LinkedIn](#) | [sabrinyeung.com](#)

Senior Product Designer with 9 years of experience building AI-assisted, conversational product features across B2B enterprise and finance. Focused on turning complex workflows into simple, usable solutions.

EXPERIENCE

Sr. Product Designer

Aug 2021 — Jun 2026

ServiceTitan

San Francisco Bay Area

Decreased time to value from 45 days to 7 days by leading end-to-end self-service onboarding and pricebook creation covering 90% of service jobs, reducing support tickets by 23%. Redesigned core customer and location pages, dropping bounce rate from 76% to 45%. Secured a \$500k customer deal through Budget Code solution design for cost tracking, achieving 36% initial adoption. Led AI prototype work that helped land an \$850k construction customer contract.

Interaction Designer

Sep 2018 — Aug 2021

Cisco Systems

San Jose, California, United States

Redesigned and delivered modernized IoT products that contributed to 20% reduction in IT incidents and improved satisfaction scores by 25%. Conducted 15 user interviews with clients like Tesla and Bush Brothers, achieving 90% task completion in usability testing. Collaborated with designers, product managers, and engineering teams to ensure design consistency across the platform.

UX Designer

Jun 2017 — Sep 2018

Optima Global Solutions Inc.

San Francisco Bay Area

Designed and iterated on mobile banking and enterprise solutions for major clients. For Wells Fargo, created a seamless mobile banking app with biometric authentication, delivering wireframes, user flows, and interactive prototypes. For Authentic ID, improved usability on the enterprise dashboard and native mobile app for document capture. For Caruso, created a web admin portal for appointment and schedule management.

Product Support

Dec 2015 — Nov 2016

EHANG, Inc.

Redwood City, CA

Resolved customer inquiries and gathered feedback from customers to improve product experience. Collaborated with the product team to identify patterns and opportunities for enhancement based on real user needs.

EDUCATION

University of California, Davis

Sep 2011 — Jun 2015

Bachelor of Arts (BA) in Economics

University of California, Merced

Bachelor of Arts (BA) in Economics

Activities and societies: Alpha Kappa Psi

SKILLS

Project Management · A/B Testing · Stakeholder Engagement · User Interviews · Design Systems · Figma (Software) · Miro Collaboration Platform · Artificial Intelligence (AI) · Prototyping · User Experience Design (UED) · Storytelling · Product Design · User Experience (UX) · User Experience · User Interface Design · Interaction Design · Wireframing · Usability Testing · Rapid Prototyping · User Research · Data Visualization · Accessibility · Data-informed decision making · Slack · Jira · Confluence · Claude · Maze · Dovetail · Cross-functional collaboration