Christy Song

Staff Product Designer

Website LinkedIn

Website Passcode: Prompt christysongdesign@gmail.com 415.909.8630

EXPERIENCE

Staff Product Designer with 8 years of experience crafting complex, intuitive, and AI-forward product experiences.

Staff Product Designer

2023 — Present

ServiceTitan, Remote

Lead end-to-end UX for enterprise B2B SaaS and AI-powered products across web, iOS, and Android. Drive 0–1 product initiatives from problem definition and workflow strategy through detailed design and delivery, partnering closely with Product and Engineering to simplify complex business operations and build scalable experiences.

Senior Product Designer

2021 — 2023

JLL/T, Menlo Park, CA

Led end-to-end design across a native mobile app, digital marketplace, and enterprise analytics platform, simplifying complex workflows for business users.

Product Designer

2020 — 2021

MixPose, San Francisco, CA

Designed an AI-powered group fitness feature using computer vision to improve engagement and support new revenue opportunities.

SELECTED PROJECTS

Enterprise Workflows

ServiceTitan

AI Estimates Configuration & Workflows

Designed AI-powered estimation and configuration workflows for a B2B SaaS platform, simplifying complex business rules, guided setup, and estimate generation. Connected back-office configuration with frontline technician experiences through intuitive, scalable workflows.

Agentic AI

ServiceTitan

AI Estimates & Voice Workflows

Designed workflows that turn job context and natural-language input into structured estimate drafts, including guided input, clarification, generation progress, review, and approval.

EDUCATION

MA - Architecture & UX Design — Academy of Art University, San Francisco Bay Area

BA - Architecture & UX Design — Central Academy of Fine Art, Beijing, China

User Experience Design Immersive — General Assembly, San Franciso Bay Area

SKIILS & TOOLS

Claude	Conversational UX
Cursor	Voice UX
Figma	Agentic Workflows
Figma Make	AI & Prototyping
GitHub	Product Strategy
Vercel	Interaction Design
Maze	Design Systems
FullStory	User Research