

# Christy Song

Staff Product Designer

Website

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## 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 mobile and AI product design across native iOS and Android. Define scalable interaction patterns for conversational, voice, and agentic experiences, partnering with Product and Engineering from concept through delivery.

### 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

### Text, Voice & Agentic UX

ServiceTitan

#### Atlas AI Framework

Led the native UX framework for Atlas, covering conversational UI, voice interaction, contextual entry points, progress states, and reusable AI output patterns.

### 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 Francisco Bay Area

## SKILLS & TOOLS

Claude  
Cursor  
Figma  
Figma Make  
GitHub  
Vercel  
Maze  
FullStory

Conversational UX  
Voice UX  
Agentic Workflows  
AI & Prototyping  
Product Strategy  
Interaction Design  
Design Systems  
User Research