

Emily Wong

Senior Product Designer in Vancouver, BC

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Work Experience

Product Designer II at Spare

Sept 2025 – Apr 2026

- Shipped production code with Cursor and Claude Code for the redesign of a critical object-linking experience in Spare's Enterprise Asset Management platform, successfully removing over 5 multi-click steps in core users' daily workflow
- Owned the visual language of the native iOS/Android app by building a modernized component library and by redesigning 5 core object pages, which improved mobile app adoption by 23%
- Overhauled the design of Service Reminders to make internal configuration 4x faster for Partner Launch Managers, and helped it ship quickly by handing off interactive Lovable prototypes to developers early in the process, then conducting collaborative design reviews
- Led customer calls alongside Partner Success Managers to transform ambiguous needs into clear customer requirements, playing an instrumental role in driving adoption of key customers

Product Designer at Swift Charge

Sept 2024 – Aug 2025

- Simplified a complex, error-prone mobile payment experience to reduce the number of payment-related support requests by 14% in 3 months, all while daily transactions doubled
- Led usability tests with an interactive prototype to validate the payment experience redesign, with results showing that 93% of users successfully understood the full payment process
- Created a tokenized design system with clear interaction pattern guidelines, which helped developers translate the designs to code with pixel-perfect accuracy

Product Designer at Swyched

Aug 2021 – Jan 2023

- Shipped a 0-to-1 enterprise SaaS web app to help businesses manage EV charging stations at scale, ultimately launching to clients with 25k annual charging station users
- Improved a critical SaaS platform experience by redesigning the information architecture and content based on beta testing feedback, which resulted in a 25% reduction in support tickets
- Created buildable designs that allowed developers to ship features 2x faster YoY by deeply understanding industry-specific technical constraints and by managing front-end Jira tickets

Education

University of British Columbia

Bachelor of Applied Science in Electrical Engineering