

Ian Yen

Senior Product Designer

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6 years of experience shipping features used by millions of users. I prototype in code alongside design, work directly with engineers and researchers on new, ambiguous agentic capabilities for Google's apps.

EXPERIENCE

UX Designer @ Google · Dec 2021 - Present · New York City

People Platform & Ecosystem Growth (Core)

- Owned end-to-end design of the Agentic Messaging experience in RCS for Gemini, including onboarding, the collaborator-adding flow, the agent's contact allowlist, and the authorization flow for enabling it, taking it from concept to shipped product
- Defined the Personal Intelligence UX in Gemini. This included designing how AI surfaces sensitive contact data while preserving user trust with a Human-in-the-Loop framework for the MCP server. Result: 3.9M daily impressions, 2.1M contacts saved daily.
- Took an ambiguous business goal of automating contact data curation and compressed ambiguous How-Might-Wes into shippable features via a design sprint using AI prototyping tools. Validated those solutions through UXR and secured buy-in on including those features in the 2026 roadmap.
- Architected an end-to-end AI UX evaluation framework spanning with 150+ edge cases and an in-product dismissal feedback loop, eliminating contact overwrite errors while converting user drop-offs into quantifiable failure taxonomies for model tuning.
- Launched a customizable Sharing interaction framework in conjunction with the system ShareSheet that NotebookLM, Maps and Gemini adopted, increasing outbound share volume by 20% across those apps
- Redesigned the Contacts data entry flow across mobile, Wear OS, and desktop - resolving the tension between information density and usability without losing complexity. Drove 27–32% lift in data entry and 29–37% improvement in usability scores
- Ran AI-adoption sessions for new Google hires during onboarding, helping shape how the team uses AI tools in its day-to-day design process.

UX Designer @ Philips · Sep 2020 - Dec 2021 · Seattle

Sonicare app

- Led design for the Sonicare app experience, from the physical device bluetooth connectivity, in-app sensor experience, to app store presence, for a 16-country launch
- Designed the coaching dashboard that turns raw brushing sensor data into feedback people act on. Average brush time increased 34 seconds; brushing frequency increased 22%
- App rating moved from 2.8 to 4.2 on Play Store and 4.5 to 4.7 on App Store post-launch (the highest in the product's history)
- Worked directly with hardware, firmware, engineering, legal, and marketing to localize and launch across 16 countries on schedule

SKILLS & TOOLS

- Code prototyping: HTML, CSS, JavaScript
- AI-native workflow: Google AI Studio, Figma Make, Claude, Antigravity
- Design: Figma, component systems, interaction design, design systems
- Languages: English, Cantonese, Mandarin, Japanese

EDUCATION

MS, Health Informatics · Aug 2020

Cornell University · GPA 4.01 · Academic Excellence Award

BA (Hons), Global Health & Social Medicine · Aug 2018

King's College London · GPA 4.0 · First-Class Honours