Pasadena, CA

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619-395-3510

MALIK KHAN

SENIOR PRODUCT DESIGNER

PROFESSIONAL SUMMARY

Senior Product Designer with over a decade of experience specializing in interaction design, visual design, and user research at large scale organizations as well as midsize enterprise. Proven track record in leading design initiatives for B2B SaaS products, enhancing user engagement through intuitive design solutions and implementing user testing systems. Skilled in collaborating with cross-functional teams to drive product conception to launch, consistently delivering designs that enhance user satisfaction and business outcomes.

EMPLOYMENT HISTORY

JAN 2019 - PRESENT

Senior Product Designer, ServiceMax – A PTC Technology

- Spearheaded design for B2B SaaS product lines, from research to implementation
- Established scalable user testing system, integrating user feedback into product updates
- Managed and mentored 2 UX Designers, fostering growth and innovation
- Collaborated with product management and engineering teams, ensuring seamless product launch
- Pioneered an AI-driven design assistant, elevating technician efficiency and product interaction
- Cultivated a dynamic team of designers through mentorship, fostering innovation and professional growth
- Systematized user testing protocols to streamline feedback and improve product NPS scores

AUG 2014 - DEC 2018

UI/UX Designer, Kaiser Permanente

- Crafted innovative solutions within system constraints
- Collaborated extensively with product managers, engineers, and QA during product development
- Significantly contributed to the product development process
- Boosted user engagement by redesigning care websites for diverse demographics
- Implemented ADA upgrades in products, aligning with WCAG standards for accessibility
- Enhanced team creativity by contributing to our design system's expansion
- Optimized sign-in interface, elevating authentication rates significantly
- Guided design reviews to refine solutions and foster team skill enhancement
- Pioneered user-centric design updates, enhancing interface intuitiveness and user satisfaction

SEP 2013 - PRESENT

Founder, Dapper Crew

- Established a unique clothing delivery service addressing men's style needs
- Crafted a user-friendly website emphasizing solutions to user pain points
- Spearheaded the development of the company's website utilizing Wordpress
- Expanded user base from scratch to over 2000 nationwide
- Crafted and refined front-end and back-end of company website, ensuring robust functionality
- Developed a strategic buying process that significantly increased revenue streams
- Integrated advanced analytics to track user behavior and preferences.

EDUCATION

2008 - 2012

B.A. Economics, University of California, Irvine

Study Abroad Program, University of Canterbury, New Zealand

COURSES

Discoveries: Building the Right Thing at Nielsen Norman Group

Human Computer Interaction Course at Stanford University

ADDITIONAL INFORMATION

Awards and Certifications
SERVICEMAX CEO AWARD

Awarded to employees who display outstanding effort, a committed attitude, and produce results that are measurable and impactful. Award given based on a new product feature which led to an increase in annual sales

LINKS

Design Portfolio - www.malikwasikkhan.com

SKILLS

Product Design
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User Research
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Usability Testing
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Wireframes
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User Interface Design
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Visual Design
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Figma
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FigJam
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Salesforce
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Design Systems
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Slack
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Loom
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Interaction Design
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User Flows
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Agile UX
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Lean UX
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HTML
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CSS
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AI Design
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Prototyping
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ADA Compliance
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Design Thinking
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Mentoring
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