

Muling Jiang

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Hands-on Staff Product Designer with 8+ years of experience designing complex enterprise systems and scaled consumer products. I turn dense data, AI capabilities, and technical workflows into clear, actionable experiences.

Experience

CertiK

Founding Product Designer → Staff Product Designer | Dec 2018 – Present

- Built the design function from the ground up as CertiK scaled from ~10 to 300+ employees and reached a **\$2B valuation, backed by Sequoia, SoftBank, and Goldman Sachs**.
- B2B - Designed AI-assisted workflows for an existing security audit platform, cutting routine audit time by **~60%** and growing adoption from under **10% to nearly the entire audit team**.
- B2B - Led UX design across enterprise monitoring and compliance products, translating complex operational requirements into configurable alerts, investigation workflows, case management, and reporting for regulators and institutions.
- B2C - Scaled a security ratings and discovery platform **from 0 to 1.8M MAU** across **21,000+ profiles**, translating **20+ live signals** into clear dashboards and visualizations that helped users evaluate complex information with confidence.
- Foundations - Built and evolved the design system that keeps complex technical products usable across B2B and B2C, partnering with product, engineering, and executives to turn ambiguous technical capabilities into clear product direction.

Philips Lighting

UX Design Intern | Jan 2018 – Apr 2018

- Designed enterprise content and cloud management tools, applying data visualization to simplify complex IoT information and reduce task time for scientists and project managers.

Uber

Interaction Designer | Sep 2015 – Jun 2016

- Led interaction and visual design for localized acquisition and market-launch initiatives within Uber's global design system.
- Delivered high-impact campaigns and events. Designed a Lunar New Year mobile campaign that generated 50K+ page views, 1K+ sign-ups, and 5K+ coupon redemptions in one week.

Education

Northeastern University

MFA in Information Design and Visualization, 2018

Two projects longlisted for the Kantar Information is Beautiful Awards

The University of Hong Kong

Master of Urban Design, 2013

Huazhong University of Science & Technology

Bachelor of Architecture, 2012

Skills

Design

Interaction Design, Information Architecture, Design Systems, Workflow Design & Optimization, Wireframing, 0→1 Product Design

Research & Collaboration

User Research, Cross-functional Alignment, Stakeholder Communication

Craft & Tools

Data Visualization, Visual Design, Prototyping, AI-assisted coding tools, Figma, Sketch, Adobe Creative Suite