

Amy Tom

UX/UI Designer | Product Designer | Visual Designer

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 Portfolio: <https://www.amymeetom.com>

CORE COMPETENCIES

UX Design • UI Design • Product Design • User Experience • User Interface • Human-Centered Design • User Research • Personas • User Journeys • Journey Mapping • Information Architecture • Wireframing • Low-Fidelity Wireframes • High-Fidelity Mockups • Interactive Prototypes • Prototyping • Design Systems • Component Libraries • Visual Design • Responsive Design • Mobile Design • Web Design • Accessibility (WCAG) • Interaction Design • Usability Testing • A/B Testing • Heuristic Evaluation • QA Testing • Design Thinking • Figma • Adobe Photoshop • Adobe Illustrator • Adobe XD • HTML • CSS • WordPress • Squarespace • Shopify • Contentful • Retool • Acuity • QA Testing • Technical Documentation • Microsoft Office

PROFESSIONAL EXPERIENCE

Technical Product Specialist

SameDay Health (Praesidium Diagnostics) • Santa Monica, CA

2021–2023

- Designed and optimized digital booking experiences across Squarespace, Contentful, Acuity, and Retool.
- Improved website usability by identifying user pain points and recommending interface improvements.
- Collaborated with product managers, software engineers, and stakeholders to enhance digital experiences.
- Conducted manual QA testing to validate new features and improve product quality.
- Created technical documentation, onboarding guides, and user-facing resources.

- Analyzed customer feedback to recommend UX improvements.
- Supported product releases through testing, documentation, and user training.

Achievements

- Increased booking conversion by **30%** through improved user flows.
 - Reduced customer support tickets by **20%** through UX improvements and training documentation.
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UI Web Coordinator (Volunteer)

Rosemary Children's Services • Pasadena, CA

2016 - 2017

- Designed responsive webpage layouts and marketing graphics.
- Developed visual assets using Adobe Creative Suite.
- Improved website navigation and visual hierarchy.
- Maintained brand consistency across digital experiences.
- Partnered with stakeholders to communicate organizational messaging through design.

Achievement

- Increased brand recognition by **15%** through cohesive digital design.
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Graphic Design & Content Assistant

IcyDeals, Inc. • Torrance, CA

2014 - 2015

- Designed digital marketing assets for web campaigns.
- Produced layouts for websites and promotional materials.
- Created SEO-focused web content.
- Worked with marketing and design teams on campaign execution.
- Supported branding initiatives through visual design.

Achievements

- Increased website traffic by **25%**.

- Increased client sales by **20%** through marketing campaigns.
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Legal Assistant

Scott Warmuth Law / Vaziri Law Group • City of Industry, CA

2023 - 2025

Although primarily a legal position, this role demonstrates transferable skills valuable to design teams.

- Managed multiple projects simultaneously in a fast-paced environment.
 - Collaborated across legal teams, clients, and external stakeholders.
 - Produced detailed documentation with exceptional accuracy.
 - Organized complex information into accessible formats.
 - Maintained high-quality work while meeting strict deadlines.
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EDUCATION

Bachelor of Arts — Graphic Design

California State University, Los Angeles

Associate Degree — Paralegal Studies (Expected 2025)

Pasadena City College

ADDITIONAL SKILLS

- Responsive Web Design
- Mobile-First Design
- User-Centered Design
- Cross-Functional Collaboration
- Agile Environment
- Design Reviews
- Visual Storytelling
- Pixel-Perfect Design
- Healthcare Products

- Legal Technology
- Chinese (Fluent)