

Loryn Sun

Product Designer

EXPERIENCE

Valens Software, Product Designer Aug 2025 - Present | Full-time | Atlanta, GA

- As the first and sole designer, led modernization of a **legacy B2B field service ERP** by launching 0→1 CRM, Dashboard, and AI-powered features, while redesigning Customer 360 hub and Dispatch Board, simplifying complex operational workflows and **reducing task completion steps by 50%+ for 5,000+ users**.
- Partnered with the PM, 6 engineers, and sales team to shape early feature scope, drive alignment, and translate ambiguous operational problems into user-centered solutions.
- Drove end-to-end design for 3 core features, producing **120+ high-fidelity prototypes** and conducting 30+ stakeholder reviews, 10+ user interviews, documentation, and design QA to support the Q1-Q3 2026 release.
- Built and maintained a scalable **0-1 design system**, creating and documenting 20+ reusable components and 10+ UI patterns for consistent, scalable user experiences.
- Leveraged AI tools to accelerate research and design, establishing design principles and internal workflows that improved team efficiency and supported product growth.

iShine City, Product Designer Aug 2024 – May 2025 | Sponsored | Atlanta, GA

- Used human-centered approach to lead 0-1 design of a **B2B SaaS AI-powered data platform**, enhancing data discoverability and decision-making efficiency across 3 mall operation teams.
- Designed 50+ high-fidelity screens, achieved a **SUS score of 89.4** in final user testing and spearheaded **A/B testing on user interactions with AI** to enhance usability.

Leidos, UX Designer Jun 2024 – Aug 2024 | Internship | Atlanta, GA

- Led user flows and hifi mockups for a **B2B health enterprise platform** at QTC Health Services in an agile environment, improving medical case processing workflows and driving a **200% efficiency increase for 2,800+ internal operators**.
- Mapped business workflows in 20+ user actions to create user personas and journey maps, enabling the team to identify key problems and actionable design requirements.
- Created **30+ high-fidelity prototypes** from scratch, iterated through **20+ reviews with 70+ cross-functional teammates**, and prioritized 2 key features for Q4 2024 launch.
- Designed 10+ branded components and UI patterns to align design team, improve visual consistency, and support scalable reuse across clients' enterprise products.

UPS, Product Designer Aug 2023 - Dec 2023 | Sponsored | Atlanta, GA

- Reimagined the UPS.com platform to improve **small businesses' shipping experience**.
- Led the user-centered design process by conducting 10+ interviews with users and stakeholders, generating wireframes, low and high-fidelity prototypes.
- Validated design through a **3-phase iteration with user testing, heuristic evaluations, and 18 UPS expert reviews**, aligning UX with business goals and **increasing task success rate to 81%**.

Netease, Interaction Designer Mar 2022 - June 2022 | Internship | Beijing, China

- Conducted **30+ product teardown analyses** of social metaverse mobile products to inform prototype design and onboarding improvements, and led usability studies with design experts to identify UX issues, collaborating with PMs, designers, and engineers on design QA for feature releases via Jira.

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EDUCATION

Georgia Institute of Technology

Aug 2023 – May 2025 | Atlanta, GA
M.S. Human-Computer Interaction (HCI)
TA for ID 3320: Design Method (24-25)

University of Edinburgh

Sep 2022 - Aug 2023 | Edinburgh, UK
M.A. Design Informatics

BUCEA

Sep 2017 - Jun 2021 | China
B.F.A. Environmental Design
Outstanding Graduate, Excellent
Graduation design, 3 Merit Scholarship

AWARDS

Best Exhibit Award, Tsinghua SDG Open
Innovation Marathon (2020)

SKILLS

Design Skills

Web/ Mobile Product design,
Typography, Design System, Prototyping,
UX/UI Design, Visual Design, Wireframing,
Storyboard, User-Centered Design, Data
Visualization, User Flows, Service Design,
Spatial Design, Interaction Design,
Responsive Design, Information
Architecture, Design Thinking

Research Skills

User Research, Survey, User Interview,
Field Studies, Task Analysis, Contextual
Inquiry, Data Analysis, Usability Testing,
Market Research, Affinity Mapping,
Competitive Analysis, A/B Testing

Tools

Figma, Sketch, Adobe Creative Suite,
Miro, FigJam, Axure, MS Office, Jira,
Qualtrics, Github, Tableau, VS Code,
Unity, Rhino, GPT, Generative AI design
tools, LucidChart

Coding Skills

Python, CSS, HTML, JavaScript