



NAMUUN ZULKHUU

SENIOR PRODUCT DESIGNER

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ABOUT

Senior Product Designer with 8+ years of industry expertise. Visionary and positive, excelling in fostering connections, innovating solutions, and consistently exceeding expectations. Renowned Figma expert recognized for high-quality, standardized designs with meticulous attention to detail.

SKILLS

- UX Research Data
- Wireframes
- Hi-fi Designs
- Figma
- Prototypes
- Usability Testing
- Design Thinking
- Design System
- Accessibility

PROFESSIONAL EXPERIENCE

Self-Employed

01/2017 – Present

Senior Product Designer

- Crafted websites that consistently collected positive feedback from clients, achieving average satisfaction rating of 4.8 out of 5 based on client surveys.
- Exceeded client expectations by implementing user-friendly features and visually appealing designs, resulting in a 25% increase in average session duration and a 15% decrease in bounce rates.
- Adhered to industry-leading best practices, resulting in a 30% improvement in website load times and a 20% increase in user engagement metrics, such as click-through rates and page views.

Lithia & Driveway, Portland, OR

02/2022 – 09/2023

Senior Product Designer

Led end-to-end design projects, blending qualitative and quantitative user research, competitor analysis, and problem-solving for mobile and web platforms. Crafted high-fidelity designs, generated concepts, and prototypes, and collaborated seamlessly across teams.

- Managed a portfolio of 11 projects with a 90% on-time launch rate, emphasizing uniform design standards through design systems and component-based designs.
- Mentored designers, supporting their growth by teaching them Figma and design thinking, contributing to the inclusive culture of the broader Digital team.
- Enhanced customer satisfaction by addressing site pain points, advocating for user-centered design, and implementing strategic improvements.
- Accelerated feature launches by proactively identifying and resolving issues, preventing potential bugs in production.

- Increased revenue through frequent auditing, user testing, and designing features that boosted click-through rates.
- Collaborated with cross-functional teams and stakeholders to define and execute strategy and projects, engaging in project planning and scoping to align with business needs and design opportunities.
- Received accolades for exceeding regular responsibilities by facilitating team events.

Current Technologies, Lehi, UT

01/2021 – 02/2022

UI/UX Designer

A designer and project manager, led design initiatives, prototyping, and critiques.

- Implemented the company's design system, cutting white-label creation time by 90%.
- Designed, tested, and launched 14 B2B features, boosting revenue and expanding the client base. Utilized strategic design thinking methodology for end-to-end development.
- Improved client retention and satisfaction through problem-solving, site audits, and meticulous testing, resolving bugs before mobile and desktop launches.

Hyly.AI., Ashburn, VA

04/2016 – 12/2020

UI/UX Designer

A designer and project manager for B2B software, addressed diverse business and consumer pain points. Led client meetings, synthesized insights, and facilitated brainstorming sessions, producing comprehensive UX documentation and validating concepts through meticulous prototyping.

- Coordinated seamlessly with an offshore engineering team, ensuring daily collaboration and comprehensive design specifications for new feature development.
- Drove revenue growth by designing and launching 15 innovative products, including a CRM, tour scheduling tool, email blast system, email drip platform, survey analyzer, event creator, and referral program.
- Revamped the company's website, aligning it with the brand and strategically incorporating essential information. Resulted in a significant boost in web traffic and click-through rates.

EDUCATION

Bachelor of Science, Communications | Concentration Visual Media | Brigham Young University ID