

Meiyi [May-ee] Guo
m-guo.com



EXPERIENCE

BANK OF AMERICA

Senior Product Designer | 08 . 2023 – Present

Partnered with top executives to define and drive the UX strategy for the app's North Star vision, integrating key projects into the team's roadmap.

Redesigned the Dashboard future state, turning around a project that initially failed usability testing to achieve a 97% success rate.

Initiated and led weekly team meetings and workshops, establishing a collaborative culture and standardizing design best practices.

Mentored junior team members, developing their skills and expanding their project responsibilities for career growth.

Product Designer II | 09 . 2022 – 08 . 2023

Led a team of 8 to rebuild 'Erica', the AI financial assistant, from the ground up for a new mobile platform. Implemented 26 new features, resulting in 30k active users and 130k+ interactions within 3 months of launch.

Reduced call volume by 38% through launching live chat in mobile, with over 100k complete chats each month.

Designed and implemented the team's onboarding process, reducing onboarding time by 75%.

Streamlined the design process with workshops and standardized templates, enabling team scalability and growth.

Product Designer I | 08 . 2021 – 09 . 2022

Championed a user-centric redesign of the conversation flow. Standardized interactive patterns and reduced repetitive interactions by 28%.

Built and managed the team's Design System, promoting design consistency across 600+ projects.

Junior Product Designer | 07 . 2020 – 08 . 2021

Built vector illustrations, icons, and visual components. Integrated 3 new UI components to the enterprise Design System.

CONTACT

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EDUCATION

RHODE ISLAND SCHOOL OF DESIGN

BFA Industrial Design
with Honors | 2020

Concentration:

Computation, Technology and Culture
History, Philosophy and Social Sciences

BROWN UNIVERSITY

Computer Science, UI & UX Design