Jae Lam jaelam.com jaelam.design@gmail.com linkedin.com/in/hellojae

Senior Product Designer combining research and code to help people use AI confidently and safely.

EDUCATION

Georgia Tech
BS Computational Media
High Honors

SKILLS & TOOLS

Product design
User flows & journey mapping
Wireframing & prototyping
Storyboarding
Responsive web & mobile
Figma & Adobe CC

Research
Qualitative research
Surveys
Usability testing

AI experiences
Conversation design
Multi-agent experiences
MCP & third-party integrations
Roles & permissions

Accessibility
WCAG evaluation
Screen reader testing
Keyboard navigation & focus
Color contrast

Coding & deployment
HTML/CSS
Claude Code & Codex
Git & Vercel

EXPERIENCE

AWS Applied AI Senior Product Designer 2025–Present

Built the entire production frontend with AI-assisted development. Shipped an enterprise AI beta in 9 weeks to customers in the US, UK, and Korea.

Partnered with an engineer on a Storybook pattern library adopted by two other teams, catching overlapping work before duplicate implementations shipped.

Led an AI-development workshop for 13 designers and researchers. All deployed a project; three later contributed to production code.

Collaborated asynchronously with Cape Town teammates through Git branches, documentation, and recorded demos.

Amazon Software Builder Experience Senior Product Designer 2020–2025

Joined as UX Designer II; promoted in 2023. Designed source-code collaboration, coding-agent onboarding, and project planning tools.

Designed AI review-and-approve flows that turn requirements into tasks. Shipped with product and engineering in one month from hackathon concept; 85.5% task acceptance.

Led engineer focus groups and prioritized actionable notifications, cutting launch scope approximately 80% and accelerating launch by two months.

Independently led analytics usability research, finding data-interpretation barriers and shaping roadmap priorities.

Honeywell Security Senior Product Designer 2019–2020

Led design and research for enterprise security dashboards and reporting tools with engineers in China, India, Australia, the UK, Cape Town, and Germany.

The Home Depot Senior Product Designer 2016–2019

Designed the appliance delivery tracker and internal tools for store associates and supply chain teams. Promoted to Senior within a year.

Hexagon Safety & Infrastructure Senior UX Analyst 2012–2016

Designed mobile apps for first responders and dispatchers. Promoted from UX Intern to UX Analyst, then Senior UX Analyst.