

KEVIN GAO

Senior Product Designer

(951) - 317 - 7293

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kevinggao.com

EDUCATION

Carnegie Mellon University

Pittsburgh, PA

BS in Communication Design

Minor in Human Computer Interaction

SKILLS

Tools

Adobe Creative Suite

InVision

Figma

Principle

Sketch

Zeplin

Design Methods

A/B Testing

Agile Design

Concept Mapping

Customer Feedback

Interaction Design

Prototyping

Usability Testing

User Research

UX Flows

Wireframing

Whiteboarding

Visual Design

3D Design

Branding

Graphic Design

Traditional Art

Video Editing

EXPERIENCE

Palo Alto Networks | Santa Clara, CA

Senior UX Designer

Leading the design effort for SaaS Security Posture Management (SSPM) to maintain PANW's position in Gartner's Magic Quadrant.

Defined & established processes to improve customer/ product team communication during feature cycles.

MAY 2022 - Present

Cisco | San Jose, CA

UX Designer

Designed enterprise products to help network engineers and administrators monitor and troubleshoot clients and devices on a global scale.

Visualized live issue troubleshooting and root cause analysis for enterprise customers with multi-country level telemetry.

Defined and established proper design documentation to improve cross collaboration and quality assurance during the design process.

JUN 2019 - Apr 2022

RS21 | Albuquerque, NM

UX Designer

Created analytics dashboards for the Department of Homeland Security to monitor infrastructure resilience across the nation. Delivered proposals totaling over \$2 million in revenue within the first 6 months.

Defined and maintained standard design processes for research, ideation, and implementation across designers, project managers, and engineers.

JUN 2018 - MAY 2019

Wunderman | New York, NY

UX Designer

Designed an augmented reality experience for youth tennis players to increase the retention rate of signups for USTA Tennis.

JUN 2017 - AUG 2017

AWARDS & ACHIEVEMENTS

Cisco Operational Excellence

Q1 - Network Service Assurance

MAR 2021

Cisco Customer Success

Q3 - Access Point Comparison in collaboration with Apple

SEP 2021