

Jessica Li

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EDUCATION

University of Michigan, Ann Arbor, B.S. User Experience Design, Human-Centered AI Minor Expected Dec 2026
- GPA: 3.98 | Dean's List: All semesters | Riggs Hoenecke Design Scholarship Recipient

PROFESSIONAL EXPERIENCE

Product Design Intern – Sailpoint Hybrid | Jun 2026 – Aug 2026

- Translated plain-language business logic into a reviewable verification layer for an AI-generated provisioning rules tool, partnering with PM and engineering to define requirements and rollout scope
- Designed an AI-assisted source configuration wizard for Identity Security Cloud, calibrating when AI acts by default versus when it requires explicit admin approval based on the reversibility of the action
- Iteratively refined LLM source documentation for Identity Security Cloud's Admin feature using Cursor, Claude Code, Figma Make, and Lovable, optimizing markdown structure and input quality to improve context-aware AI outputs across design workflows

Product Design Intern – Copperhill Inc. Livonia, MI | Jun 2025 – Aug 2025

- Conducted research with 15+ analysts to synthesize personas and journey maps, reducing out-of-app tool dependency by 40%
- Led service design for an authentication interface serving 2,000+ daily users, facilitating ideation workshops and delivering low-to-high fidelity Figma prototypes in cross-functional collaboration
- Spearheaded Design System 2.0 adoption via Zeroheight, building a component library and interaction patterns that drove a 65% reduction in engineering handoff questions and 95% design consistency

User Experience & Graphics Design Intern – Siemens Energy Shanghai, China | Jun 2024 – Aug 2024

- Conducted qualitative research and competitive analysis, synthesizing personas and journey maps that improved user efficiency by 50% across an omnichannel web platform
- Restructured Information Architecture for international stakeholders, reducing click-depth by 60% through progressive disclosure aligned with business goals
- Presented user research findings and design recommendations to cross-functional teams, translating complex insights into actionable visual strategies

DESIGN PROJECTS

Product Designer – U-M Library: Seed Library (Team of 4) Ann Arbor, MI | Sep 2025 – Present

- Increased machine traffic by 60% by conducting qualitative research with 20+ users, synthesizing 50+ hours of ethnographic data into personas and opportunity maps using GenAI tools, and executing an end-to-end strategic design process from insights gathering to high-fidelity prototyping
- Led cross-functional collaboration with client teams, delivering service design projects from qualitative research to final prototyping using Agile work methods

Product Designer – UM ITS (U-M ITS Safe Computing Site) Ann Arbor, MI | Sep 2025 – Dec 2025

- Transformed user insights into strategic design solutions by leading competitive analysis of 10+ cybersecurity platforms, identifying 18 UX improvement opportunities aligned with business strategy
- Designed and validated a Privacy Quiz in Figma, resulting in a 35% boost in student engagement while ensuring all assets met WCAG 2.1 AA accessibility standards.

SKILLS

Human-Centered Design, Design Thinking, Qualitative Research, User Research, Customer Journey Mapping, Personas, Opportunity Mapping, Prototyping (Low to High-Fidelity), Wireframing, Usability Testing, A/B Testing, Accessibility (WCAG), Design Systems, Product Management

SOFTWARE

Figma, Miro, Lovable, Adobe Creative Suite (Photoshop, Illustrator, XD), GenAI Tools (ChatGPT, Claude Design, Claude Code), Python, HTML + CSS, Google Workspace, Jira, Zeroheight, ProtoPie, Qualtrics, Vibe Coding