Sabrina Yeung

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Senior Product Designer with 9 years experience across B2B enterprise and finance products at ServiceTitan, Cisco & Wells Fargo. Build and ship AI-assisted, conversational product features, partnering with product and engineering to turn complex workflows into simple and usable solutions.

WORK EXPERIENCE

ServiceTitan Remote
Sr. Product Designer Aug 2021 – June 2026

- Decreased time to value for customers from 45 days to 7 days by leading end to end self service onboarding tutorial to create a pricebook that covers 90% of real-world service jobs, 23% decrease in support tickets
- Redesigned core customer & location pages with decreased bounce rate 76% to 45%
- Secured $500k customer deal by designing 0→1 Budget Code solution to enable Construction customers to accurately track costs against a project, 36% initial adoption
- Led and crafted AI prototype that enabled sales team to land Construction customer contract worth $850k
- Created AI-native designs in Claude for new vertical Fire Life Safety to showcase potential customers value prop of FLS inspection forms and compliance

Cisco Systems Milpitas, CA
Interaction Designer Sep 2018 – Aug 2021

- Redesign and delivered modernized IoT products that contributed to 20% reduction in IT incidents and improved satisfaction scores by 25%
- Conduct 15 user interviews (Tesla, Bush Brothers) and usability testing to gather insights, synthesis and feedback with 90% task completion
- Work collaboratively with other designers for design consistency across the platform as well as PM's and engineering teams

Opetima Global Solutions (Digital Agency) Pleasanton, CA
UX Designer Jun 2017 – Sep 2018

- **Wells Fargo**- Design a seamless mobile banking app incorporating biometric authentication technologies. Collaborate with product and engineering teams to produce wireframes, user flows, interactive prototypes and concept designs.
- **Authentic ID**: Iterate based on client feedback for the enterprise dashboard to monitor identity transactions. Improve usability on native mobile app for on-capture document process.
- **Caruso:** Created a web admin portal to manage and maintain appointments/schedule

Ehang Redwood City, CA
Product Support Dec 2015 – Nov 2016

- Resolved customer inquiries and collaborated with product team to improve customer experience based on feedback.

EDUCATION

UC Davis Davis, CA
Bachelor of Arts, Economics Jun 2015

SKILLS

User Experience,, Visual Design, Wireframing, Rapid Ideation, Prototyping, User Research, Usability Testing, A/B testing Interaction Design, Data Visualization, Design System, Accessibility, Data Informed | Figma AI, Miro, Slack, Jira, Confluence, Claude Code, Maze, Dovetail | Cross-functional collaboration, Stakeholder Management