JOY YANG

PRODUCT DESIGNER | B2B SAAS & FINTECH | AI WORKFLOWS

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PROFILE

Product designer with 5+ years of experience turning complex B2B workflows into clear software experiences. At S&P Global, shape AI-assisted fintech workflows for private-markets data and valuation through research, scope decisions, prototyping, and close partnership with product and engineering.

EXPERIENCE

S&P Global Market Intelligence | Product Designer | June 2023 – Present

iLEVEL: software used by private-markets teams to manage financial data and valuations.

- Owned end-to-end design of a financial document review tool launched in September 2026, giving investment teams a way to verify and correct AI-extracted data before it enters their portfolio platform.
- Turned customer demand for transparency and control into a review workflow that keeps source documents and AI suggestions available as users decide what data to accept.
- Developed next-iteration concepts for statements that change over time, exploring ways to match new data, resolve exceptions, and review large volumes of financial information.
- Partner with product, engineering, AI, and commercial stakeholders to balance customer needs with technical constraints, define scope, and sequence improvements to Automated Data Ingestion (ADI).
- Led customer discovery and concept development for valuation workflows, helping analysts trace changes to drivers, anomalies, upstream decisions, and quality checks.
- Run customer walkthroughs, usability sessions, and cross-functional workshops; present recommendations to leadership to align teams on priorities and next steps.

IBM | UX Designer | August 2021 – May 2023

- Led user research initiatives to standardize practices within the CIO team, making user insights more consistent and useful across projects.
- Designed internal tools for IBM sellers and marketers using the Carbon Design System, improving usability and consistency across interfaces.
- Facilitated IBM Enterprise Design Thinking exercises with product owners and users to build domain knowledge, align project goals, and guide user-centered solutions.

Stabilized Steps | UX/UI Designer | January 2021 – June 2021

- Researched mobility and fall-prevention needs through interviews, contextual inquiry, observation, and competitive analysis with older adults and people with physical disabilities.
- Designed accessible interfaces and large touch targets for a walker-linked physical therapy experience; prototyped concepts for feedback from users, caregivers, and physical therapists.

SKILLS & TOOLS

Design: Product discovery, user research, usability testing, product prioritization, systems thinking, interaction and visual design, design systems, rapid prototyping
Tools: Figma, FigJam, Figma Make, Replit, Adobe Creative Cloud, Miro, Jira, Confluence, Claude

EDUCATION

Bachelor of Science, Biology