

Maya Chen

Product designer who makes complex tools feel legible.

Oakland, CA
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INDEPENDENT PRACTICE · PRODUCT DESIGNER

Ran the intake research with support and operations partners (2025-03-2025-03) self-reported

Mapped the first-week workflow (2025-04-2025-04) self-reported

Prototyped three intake flows before committing to one (2025-05-2025-05) self-reported

Built a shared interface language (2025-09-2025-10) self-reported

Documented the pattern decisions so engineering could ship without a designer in the room (2025-10-2025-10) traceable

Guided a measured launch (2026-02-2026-03) traceable

QUILLON HEALTH · SENIOR PRODUCT DESIGNER

Shadowed 11 nursing shift handoffs (2021-08-2021-10) self-reported

Designed the digital shift-handoff sheet (2022-02-2022-07) (handoff time: 38 min to 24 min median across 3 units) traceable

Started the clinical pattern library (2022-09-2023-03) traceable

Managed two product designers (2023-01-2024-10) self-reported

Reworked medication-alert wording with pharmacists (2023-05-2023-08) (alerts dismissed without action: 62% to 44%) self-reported

Led the accessibility audit of the nursing app (2023-11-2024-03) traceable

Designed the lab-results integration flow (2024-04-2024-07) self-reported

Closed out the clinical operations design work (2024-10-2024-10) self-reported

HARBOR CIVIC · PRODUCT DESIGNER

Audited the building-permit application flow (2016-11-2017-01) self-reported

Redesigned the permit fee table into a single estimate (2017-03-2017-08) (abandoned applications: 41% to 19% over 6 months) traceable

Wrote the plain-language guide for resident notices (2017-10-2017-10) self-reported

Ran a lobby kiosk pilot at two service centers (2018-04-2018-06) self-reported

Spoke on forms as public infrastructure (2018-10-2018-10) traceable

Handed the resident-services work to a two-person team (2019-05-2019-05) self-reported

A VIVA living page. Open it to trace any claim to its dated entry,
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generated 2026-11-01
□ traceable □ self-reported