

Rachel Park

Senior UX Designer

rachelhpark.com [LinkedIn](#) rachelparkux@gmail.com

Experience

Sep 2025 – Current
Bellevue, WA

Amazon, Senior UX Designer

- Led the end-to-end UX redesign of critical financial workflows (change orders, closeouts, learning center) for a system managing over \$20B in annual global capital.
- Turned rigid regulatory requirements into intuitive flows, reducing financial risk and operational error.
- Streamlined multi-stakeholder approvals, improving data accuracy and audit readiness across the project lifecycle.

Jul 2022 – May 2024
Remote

Google, Senior UX Designer

- Led UX for Gmail's first video ad experience on desktop, then extended the strategy to mobile for a cohesive cross-platform system.
- Ran prototype testing with research and delivered precise specs, turning findings into interaction patterns that reduced friction.
- Defined responsive behavior for Gmail Ads, ensuring accessibility compliance and visual consistency at global scale.

Aug 2021 – Jul 2022
Remote

CVS Health, Senior UX Designer

- Reimagined the end-to-end pharmacy checkout flow mobile-first, keeping parity with desktop web.
- Delivered AA-compliant flows used by millions, partnering with pharmacy ops and engineering on complex regulatory requirements.

Apr 2021 – Jul 2021
Remote

Microsoft, Product Designer

- Redesigned the internal HR platform's PTO and vacation request experience, optimizing complex workflows for mobile.
- Translated approval hierarchies into responsive patterns, reducing friction for employees and managers on the go.

Aug 2018 – Apr 2021
Hybrid

NHN, UX Designer

- Directed end-to-end UX strategy for FashionGo's ERP and PLM systems, modernizing high-volume B2B merchandising workflows.
- Shipped a 0-to-1 ERP platform that moved a client from paper to fully digital, cutting onboarding time by over 50%.

Oct 2015 – Feb 2018
Bellevue, WA

T-Mobile, UX Designer

- Redesigned the T-Mobile customer website and app with Fjord, driving a 22% lift in engagement within six months.
- Streamlined internal operations tools, cutting task time by 30%, and contributed to the early T-Mobile design system.

Education

B.A., Communication, University of Washington, Seattle, WA

Skills

Design

Interaction & visual design, rapid prototyping, information architecture, Lean UX, user research, usability testing

Tools

Figma, Sketch, Protopie, Principle, Zeplin, Photoshop, Illustrator, After Effects, Miro, CapCut

Strategy

Product strategy, cross-functional collaboration, client relations, market research

AI & analytics

AI-assisted prototyping and research (Claude, ChatGPT), Google Analytics, Excel