

# Olive Brown

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## WORK EXPERIENCE

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### Air Liquide

Conshohocken, PA

Senior Product Designer

Dec 2023 – Present

- Owned autopay end to end from discovery to delivery, leveraging AI to accelerate exploration and prototyping resulting in 10,000 sign ups and 90% completion rate among users who initiated sign up
- Created one time payments 0-1 working closely with project managers and engineers to define constraints, requirements, and solutions, created all mock ups and high-fidelity prototypes resulting in \$368,744 of payments within the first month of launch
- Leads e-commerce initiatives including product variant flows, improving PDP, PLP, customer “my list” experience & express order pad flow, requisitions and much more

### WM

San Francisco, CA

Senior Product Designer

Feb 2023 – September 2023

- Led 0-1 home-page customer dashboard design, including ideation, wireframing, prototyping, user testing, and high-fidelity design used by 20M+ customers responsible for allowing users to navigate, order, manage, and view their services as well as manage their billing and account information
- Owned design system and built UI elements, icons & components that ensure cohesive & accessible designs. Created new components for customer dashboard and defined patterns and guidelines

### Dentsply Sirona

San Francisco, CA

Product Designer

Jul 2022 – Feb 2023

- Led the design for the mobile and tablet experience for the company’s academy program and career recruitment and desktop experience for ecommerce pages such as guided purchasing, careers pages, and site navigation
- Audited design system and identified UI & components to redesign to be more consistent, user-friendly, and follow accessibility standards including card cards, article cards, download cards, & much more

### Salesforce

San Francisco, CA

Product Designer/Workplace Services Coordinator

Oct 2021 – Jul 2022

- Pioneered the Salesforce Global Traction Toolkit used across 67 offices in 28 countries 0-1 through defining the problem, goals, and strategy, conducting user research, using research to inform design decisions, wireframing, prototyping and final designs improving overall efficiency of the guest check-in process for the company
- Led early stage end to end design of the Salesforce HQ Guest Services Ambassador’s Toolkit, resulting in 100% of GSA’s reporting improved proficiency in assisting 15K employees and guests monthly

### Google

San Francisco, CA

Product Designer

Mar 2020 - April 2020

- Drafted future business and design recommendations through a design sprint of 4, as a collaboration between California College of the Art’s Experience Design class and Google’s Digital Wellbeing Team
- Designed and delivered a Google Chrome Focus Window from 0-1 within 4 weeks
- Rapidly produced concepts and mockups, recruited and led user testing sessions

### Hookt Doughnuts

San Francisco, CA

Graphic Designer

Feb 2019 – Feb 2020

- Conducted 10 user testing sessions to improve menu ordering experience, achieving 100% faster ordering times
- Redesigned online catering ordering experience, gaining 50% more orders per month
- Designed uniforms and signage using brand style guide

## EDUCATION

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California College of the Arts

San Francisco, CA

BA in Interaction Design

## SKILLS & TECHNOLOGY

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**Skills:** Product Design | Visual Design | User Research | User Testing | Prototyping | Wireframing | Information Architecture | Concept Ideation | Storyboarding UX Strategy

**Technology:** Figma, Figma AI, Adobe CC, Gemini, Claude, Sketch, InVision, Miro, HTML, CSS, JS, G-Suite