

Ciga Tang

User Experience Designer | ciga.tang@gmail.com | 18621561432 | [Ciga's Portfolio](#) 



Work Experience

UX & Product Designer - Cisco DevNet, Shanghai Jan 2022 – Mar 2024

- Led the redesign of the NPS system for Cisco DevNet, improving global feedback collection by 15%, ensuring inclusive design for a diverse developer audience.
- Awarded **"Innovate Everywhere"** for designing the VS Code extension([API Insights](#)), which was adopted by 20+ internal departments, streamlining security processes across the company and contributing to Cisco's 2022 CSO50 award.
- Conducted user research and Google Analytics (GA) data analysis to revamp the unified Cisco DevNet documentation, improving navigation speed by 25% and enhancing user satisfaction for 250K+ users.
- Created a Cisco DevNet Web UI kit (Figma), reducing design iteration time by 30% and streamlining global team collaboration.
- Shared the latest generative AI tools related to Text-to-Image technology with the DevNet team in summer 2023, sparking AI-driven project initiatives for Cisco.

Lead UX Designer - PingAn Smart City, Shanghai Jun 2018 – Dec 2021

- Led cross-functional teams in research, strategy, and design, successfully launching the "Shanghai City Brain" Command Platform, a multi-regional initiative, which enhanced emergency response coordination across key districts during the pandemic.
- Received **"Significant Contributor"** award for leading emergency design adaptations during the pandemic, enabling the successful rollout of critical city services in record time.

Design Manager / Senior UX Designer - IWJW, Shanghai Aug 2015 – Jun 2018

- Optimized the visual and interactive experience for the Property Search App+Web using A/B testing, improving search speed by 15%.
- Led the design team in building the "Ailicai" platform, using iterative design sprints to facilitate transactions worth 1.2 billion yuan, enhancing user experience and trust.

Lead UX Designer - CITIC Group, Shanghai Dec 2014 – Jul 2015

- Collaborated in developing a Web 1.0 front/back office system for investment products, improving product management efficiency by 25%.
- Launched a WebApp on the WeChat Platform using React and Node.js, generating over 3.9 billion for 3M+ investors by streamlining investment processes.

UX Designer - Pactera(Global UED Team), Shanghai Jul 2013 – Dec 2014

- Designed web and iOS applications for global clients including HP, Olympus, and AstraZeneca, using Sketch and InVision, reducing design iterations by 15%.
- Collaborated with the client's product team to conduct competitive analysis and user research. Offered wireframes and comprehensive user interface design for Bank of Hangzhou App v2.0, earning praise for quality and cooperation.

UI Designer & Front-End Engineer - Dyna-Art, Shanghai Jul 2012 – Jun 2013

Designed and developed an art-lover community platform using HTML, CSS, and JavaScript, launching successfully within five months and achieving a 30% increase in user engagement post-launch.

Intro

A seasoned product designer and front-end engineer with over a decade of experience in digital product creation. Specialized in delivering innovative solutions for both B2C and B2B projects across diverse industries. Learn more:

<https://www.linkedin.com/in/cigar> ↗

<https://cigatang.space/about> ↗

Education

Bachelor of Art & Design at Hubei University
2015–2019

College at Hunan Mass Media Vocational and Technical College
2005–2008

Skills

Design

Wireframes, Prototype, UI Design, Design Thinking, Data Analysis, User Research, Usability Test, Interaction Design, Inclusive Design, Cross-Functional Leadership

Programming

HTML5 + CSS3, Web Development

Tools

Figma, Sketch, Miro board, Photoshop, Illustrator, Google Analytics, Microsoft Clarity, ChatGPT, Midjourney

Hobbies



Reading Running Cycling Exploring

Awards & Activities

"Innovate Everywhere" Award
2022 / Cisco DevNet

"Significant Contributor" Award
2018 / PingAn Smart City

Cleaning up the beach in Shanghai
2023 / Cisco Volunteering