

Crystal Zhang

UI/UX Designer

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Personal Details:

Deutsch | 22.09.1997

Berufserfahrung

UX Designer, Verisk Germany, Köln, Remote

Apr 2026

Verisk Germany is an insurance technology provider in the healthcare sector, collaborating with some of Europe's largest healthcare organizations.

- Contributed to reducing claims processing time from several hours to just a few minutes and supported an 85% productivity increase through AI-powered workflow automation.
- Led the redesign and migration of a B2B enterprise SaaS claims processing platform, leveraging Large Language Models (LLMs) and Intelligent Document Processing (IDP) to transform manual operations into scalable AI-driven automation workflows.
- Designed complex UX and workflow solutions for legal, medical, and administrative domains, with a focus on Human-Centered AI, Explainable AI, and efficient decision-making processes.
- Conducted UX research, workflow mapping, and stakeholder workshops with insurance clients to identify automation opportunities, user requirements, and scalable enterprise solutions.
- Defined AI UX patterns for AI recommendations, document classification, structured data extraction, and Human-in-the-Loop mechanisms to support trustworthy AI interactions.
- Developed scalable responsive design systems and reusable component libraries based on Material Design for enterprise SaaS products and multi-tenant workflows.
- Led cross-functional collaboration between Product, Engineering, and Business stakeholders using agile methodologies to optimize UX processes, technical feasibility, and MVP definition.

Junior UX Designer, Verisk Germany, Köln, Remote

Feb 2022 to Apr 2024

ACTINEO GmbH, a Verisk company, is a leading B2B insurance technology provider in the healthcare sector, working with some of Europe's largest healthcare organizations and insurers.

- Established the foundation for a responsive design system based on Material Design 2.0, improving operational efficiency for internal users and enabling the transformation of legacy systems into scalable enterprise SaaS products.
- Facilitated UX design workshops with stakeholders and users to uncover business requirements, generate actionable insights, support quarterly OKRs, and define KPIs focused on efficiency and business outcomes.
- Coordinated cross-functional teams to optimize claims and operational workflows, reducing task completion times, evaluating technical feasibility, and validating the effectiveness of new features to drive business value and revenue growth.
- Led cross-functional teams in implementing robust UX research and design processes using agile methodologies, improving collaboration, design quality, and product delivery efficiency.
- Partnered with international enterprise clients to design tailored solutions aligned with their operational processes, regulatory requirements, and business objectives.
- Collaborated closely with Product, Engineering, and Business stakeholders to deliver user-centered solutions that balanced customer needs, technical constraints, and organizational goals.

UX Design Intern, Shopify, Berlin, Remote

Jan 2022 to Jul 2022

Interned at a global e-commerce technology company as part of one of the first European cohorts focused on designing sustainable, scalable, and modern solutions for complex user and business challenges.

- Contributed to the evolution of design systems that enhanced the shipping and checkout experience across mobile (iOS & Android) and web applications, supporting products that contributed approximately 17% of monthly recurring revenue.
- Drove design initiatives and facilitated collaboration between cross-functional teams and stakeholders to align user experience solutions with broader business objectives, KPIs, and product strategy.

- Increased user conversion rates by designing and executing A/B tests, supported by user research and data-driven insights using tools such as Figma, Jira, GitHub, and Miro.
- Contributed to the optimization of the Shop Pay experience, helping improve checkout efficiency and customer adoption for one of Shopify's key revenue-generating products.
- Collaborated closely with Product Managers, Engineers, and Designers in an agile environment to validate hypotheses, iterate on solutions, and deliver impactful user experiences at scale.

Software Entwickler, time4you GmbH, Kiel

Apr 2021 to Nov 2021

time4you is a B2B e-learning platform providing digital learning, workforce development, and talent management solutions for enterprises, educational institutions, and public-sector organizations. The company is a strategic partner of the telecommunications industry and serves a wide range of organizations across Europe.

- Gained in-depth knowledge of the company's proprietary software architecture and enterprise technology stack.
- Worked as a Backend Developer, implementing and maintaining server-side functionality within a large-scale learning management platform.
- Developed, tested, and deployed backend enhancements that were successfully integrated into production environments and adopted by internal users.
- Collaborated with senior engineers to ensure code quality, system reliability, and adherence to established development standards.
- Contributed to enterprise software solutions supporting digital learning experiences for corporate and public-sector customers.

Software Entwicklerin, Selbständig, Kiel

Jan 2021 to Feb 2021

Provided end-to-end design and development services for a Toronto-based startup, delivering a fully functional website while working remotely.

- Led the UI design and development of a customer-facing website, translating business requirements into intuitive and engaging user experiences.
- Developed the frontend using HTML, CSS, and JavaScript, ensuring responsive and accessible experiences across devices.
- Built backend functionality using PHP and MySQL to support dynamic content management and business operations.
- Managed the full website deployment and delivery process using Jekyll, enabling efficient content publishing and maintenance.
- Collaborated remotely with founders and stakeholders to align design decisions, technical implementation, and business objectives.

Education

University of London, London, England

Bachelor of Science (Hons) Computer Science , Aug 2019 to Aug 2022

Technical Proficiencies

AI-powered tools: Figma Make, Claude Code, Claude Cowork, Code Design, ChatGPT, Google Gemini

UX-Design-Tools: Figma, Adobe XD

Collaboration tools: Jira, Confluence, Miro, Notion