

KAI-LING LAW

UX DESIGN LEADER | ENTERPRISE PRODUCT STRATEGY | AI & EMERGING EXPERIENCES

CORE STRENGTHS

UX Strategy & Vision • Enterprise, Operational & Retail UX • Hardware + Software UX • Human-Centered Design • Ergonomics & Human Factors • Design Leadership • Cross-Org & Executive Influence • AI & Automation

EDUCATION

Bachelor of Fine Arts, Graphic Communications / Interactive Media — College for Creative Studies

TOOLS & TECHNOLOGIES

Figma • Adobe Creative Suite • Generative AI • Vibe Coding • Rapid Prototyping • UX Research • HTML/CSS • Accessibility (WCAG) • Design Systems • Hardware-Software Integration

LANGUAGES

English (Fluent)
Mandarin Chinese (Native/Bilingual)

CONTACT

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Arlington, VA 22207 

SUMMARY

UX leader with 12+ years of experience delivering enterprise-scale, associate-facing platforms across Fulfillment, Operations, and Retail ecosystems. Proven record of shaping multi-year UX strategy, leading multidisciplinary teams, and simplifying complex workflows across software, hardware, and physical environments. Known for influencing executive stakeholders across Product, Engineering, Robotics, Operations, Safety, and Retail.

EXPERIENCE

Senior UX Designer, Office Management

Amazon Global Real Estate and Facilities | 2026–Present

Led end-to-end UX strategy for enterprise workplace products, simplifying complex experiences at scale. Partnered across Product, Engineering, and Research while embedding generative AI and vibe coding to accelerate research synthesis, prototyping, UX content, and design-to-implementation.

UX Design Manager, Associate Experience

Amazon Fulfillment Technologies | 2022–2026

Led UX for 50+ enterprise products serving over 1M global fulfillment associates across Inbound, Outbound, and Quality workflows. Manage and scale a multidisciplinary team of designers, researchers, and technologists. Drive UX strategy across software, hardware, physical workspaces, and process design, partnering with Director- and VP-level leaders across Product, Engineering, Robotics, Operations, Safety, and Sustainability.

UX Design Manager, Safety & Compliance

Amazon Fulfillment Technologies | 2021–2022

Led the transition to a fully embedded UX operating model across five product domains. Delivered global launches including Waste & Donation Management (100% adoption) and Compliance Activities platform.

Senior UX Designer / UX Design Lead

Amazon Human-Centered Design (HCD) | 2018–2021

Led Project Umbrella, an in-workstation training platform, reducing Day 1 time-to-production from 2 hours to 8 minutes and achieving 11%+ defect reduction. Led enterprise UX across training, coaching, and problem-solving tools. Established scalable design patterns and influenced product strategy through applied research and prototyping.

Senior UX Designer, Rocket Mortgage

Quicken Loans | 2012–2016

Led UX for mortgage origination and consumer finance platforms. Partnered closely with engineering, product, and research teams in an agile environment to deliver customer-facing products at scale.

AWARDS, CERTIFICATIONS & RECOGNITION

Amazon Fulfillment Technologies Champion of Culture Award • Schoolcraft College 50 Difference Makers • Certified Interview Bar Raiser • Operations AI Ops Bar Raiser