

Weiya (Yaya) Huang

Senior Product Designer / Design Lead | B2B SaaS × Healthcare Tech

Taipei, Taiwan · Open to Tokyo Relocation & Remote Global Roles (Visa Sponsorship Required for Relocation)

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SUMMARY

Product Designer with 8 years of experience, specializing in healthcare tech and B2B SaaS. Led end-to-end product design for 1.Talk (a clinic patient relationship management platform adopted by 2,000+ clinics in Taiwan and expanded to Japan), recognized by the **Good Design Award 2024 (Japan)** and **Golden Pin Design Award 2025**. Proven track record in complex workflow & state design, cross-cultural localization, design systems governance (Storybook), internal tooling, and scaling a design organization from 0 to 10 designers with AI-integrated workflows.

SELECTED IMPACT

- **Adopted by 2,000+ Clinics:** Scaled 1.Talk across Taiwan and Japan, delivering 44M+ appointment reminders and serving 5.5M patient interactions.
- **Good Design Award 2024:** Sole healthcare-tech award winner from Taiwan among 5,773 global entries.
- **AI Agent Scaled to Flagship:** Scaled into the company's flagship product across Taiwan and Japan within 1 year; up to **94.1%** of daily patient inquiries handled independently by AI (filtering **80%+** repetitive inquiries), saving **120+ minutes (2 hours) daily** of front-desk staff time per clinic.
- **Handoff Cycle 5 Days → 2 Days:** Established Storybook as the single source of truth across design, code, and AI generation, eliminating 3 redundant delivery steps.
- **Design Org 0 → 10:** Built the design department, established a 5-dimension quarterly growth system, and drove a 3-year AI enablement initiative.

EXPERIENCE

AlleyPin · Taipei (2020.03 – Present)

Design Lead (2024.09 – Present)

- **1.Talk AI Agent End-to-End Design & Behavioral System:** Defined healthcare conversational AI behaviors from 0 to 1; authored Global Prompt standards; designed in-context "human handoff" signals and granular toggles in LINE so staff can intervene seamlessly; partnered with QA to build a 13-category test suite to calibrate non-deterministic responses; translated operational impact into clinic-friendly dashboards (patients assisted, time saved). Scaled the product from a pilot feature into the company's flagship offering, achieving 87.7%–94.1% accuracy in high-volume clinics, filtering 80%+ repetitive inquiries, and saving 120+ minutes daily per clinic.
- **Japan Market Localization Design & Internal Tooling:** Conducted on-site clinic field research in Japan, restructured cross-language research frameworks, and established 6 core localization standards (AI tone/emoji toggle, Japanese typography/kanji structure rules, multi-channel CRM tracking, and cross-timezone scheduling); designed the "AI Widget Style Editor" (with automated WCAG AA readability guardrails) as an internal tool, enabling sales to demo live on prospects' websites in 1 click and reducing custom design support to zero.
- **Design System × Storybook (Product Owner):** Established Storybook as the single source of truth across Figma, code, and AI generation; implemented a two-tier review process (Chromatic visual diffs + Preview Link context review); empowered designers to maintain components via AI-assisted PRs, achieving 40+ component migration and reducing handoff from 5 to 2 days.
- **Team Leadership & AI Enablement:** Led a 10-person design team (Product & Visual Designers); established Design Workspace and a 5-dimension quarterly growth & evaluation framework; drove AI enablement programs (workshops, case deconstruction, and validation) making AI a daily design tool; initiated cross-functional "Eat Your Own Dog Food" virtual clinic competitions, driving 10+ core UX improvements.

Senior Product Designer (2022.04 – 2024.08)

- **1.Talk IA & Workflow Optimization:** Structured the core Information Architecture (IA) and end-to-end operational workflows for 1.Talk, integrating complex variables (treatments, clinicians, equipment, schedules, and patient records); transformed fragmented paper, spreadsheet, and manual processes into a calendar-centric hub and seamless patient booking loop, significantly streamlining existing clinic workflows.
- **Team Collaboration & Design Ops:** Co-built the design department from scratch, hiring designers and establishing Design Workspace knowledge bases and cross-department SOPs for ticketing, capacity estimation, and handoff.
- **Initial Design System:** Built company-wide UI component standards, improving consistency and cutting initial UI creation time from 5 to 2.5 days.

Product Designer (2020.03 – 2022.03)

- **Patient Communication UX:** Led end-to-end design for real-time patient-clinic messaging, structuring interaction flows and data models for chat and appointments.
- **Clinic Management System:** Owned wireframes, interaction flows, and prototypes for clinic management modules.
- **Corporate Identity System (CIS):** Led brand identity redesign, unifying software interfaces and brand visual language across channels.

UI Designer | Kdan Mobile · Tainan (2018.06 – 2019.09)

- **DottedSign 0→1 Product Design:** Led cross-platform UI and brand identity design for e-signature product DottedSign (iOS / Android / Web), which grew into the company's flagship product line.
- **Cross-Platform Component Library:** Built and maintained design components and delivery specs across mobile and web platforms.

SKILLS

- **Product & Strategy:** Product Strategy · Complex Information Architecture (IA) · Workflow & State Design · Design with Data
- **Design & Systems:** Design System Governance (Storybook) · Interaction Design · Prototyping · Internal Tools Design
- **Research & Validation:** Healthcare Field Research · Cross-Language / Cross-Cultural User Research · Usability Testing · Journey Mapping
- **Leadership & Ops:** Design Ops · Cross-Functional Collaboration (PM / FE / BE / QA / Sales) · Mentorship & Growth · AI Enablement
- **Tools & Tech:** Figma · Storybook · Chromatic · LINE OA · Notion / Workspace · Jira / Linear · WCAG 2.1 AA · Prompt Engineering · Claude Code

AWARDS & EDUCATION

- **Good Design Award 2024** (Japan) — 1.Talk (Registered: Patient Relationship Management Solution)
- **Golden Pin Design Award 2025** (Taiwan) — 1.Talk
- Bachelor of Fine Arts (BFA) in Visual Communication Design — Tainan University of Technology | 2013 – 2017
- Languages: Mandarin (Native) · English (Professional working proficiency) · Japanese (JLPT N3 in progress, targeting N2 in 2027)

SPEAKING & COMMUNITY

- Guest Speaker — Leadership Course at Healthcare College (Custom curriculum) | 2025.10
- Founder / Curator — Design Community uiuxtogether (Threads / Instagram) | Ongoing