

Steven Chhan

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Experience

MAY 2022 - PRESENT

EBizCharge – Senior UX/UI Designer

- Own end-to-end product design for enterprise ERP platforms, delivering scalable experiences across web, desktop, and mobile
- Shape product direction through data-driven research, aligning user needs with business goals to drive measurable UX improvements
- Translate ambiguous problem spaces into clear user flows, wireframes, and prototypes, enabling faster, more confident decision-making
- Design and scale robust design systems across multiple products, improving consistency, usability, and accelerating development cycles
- Partner with product and engineering to define strategy, scope solutions, and deliver high-quality experiences efficiently
- Simplify complex, data-heavy workflows into intuitive, user-centered interfaces
- Bridge design and development by delivering production-ready UI and ensuring high-quality implementation
- Drive cross-functional alignment through design reviews, presentations, and feedback loops
- Balance speed, quality, and scalability to support rapid, reliable product delivery
- Mentor designers and elevate team standards through critique, systems thinking, and best practices

DECEMBER 2018 - MAY 2022

JNR Incorporated – Product Designer

- Led end-to-end UX/UI design for a SaaS platform serving Fortune 500 clients, including AT&T, Mazda, Honda, and Toshiba
- Translated complex business logic into intuitive workflows, improving usability and supporting better decision-making
- Defined product requirements through user research, experimentation, and feedback, contributing to improved UX outcomes
- Designed scalable systems and patterns to ensure consistency and support faster development
- Partnered with product, engineering, and stakeholders to deliver high-impact solutions in complex environments
- Created user flows, wireframes, and prototypes to support alignment and informed product decisions
- Collaborated with engineering to deliver scalable solutions and improve time-to-market
- Conducted UX research using analytics and user insights to inform product direction and iteration
- Presented design concepts and prototypes to stakeholders and clients, driving feedback-driven improvements
- Maintained design standards to ensure cohesive and consistent user experiences

MARCH 2015 - DECEMBER 2018

JNR Incorporated - Frontend Engineer

- Led design and frontend development of responsive web experiences, translating user needs into scalable, high-performing interfaces
- Built and maintained frontend architectures using modern frameworks, developing a strong understanding of technical constraints and system design
- Partnered with marketing and cross-functional teams to design and optimize user journeys, using A/B testing and analytics to improve engagement and conversion
- Designed and developed high-impact landing pages, strengthening expertise in user behavior, interaction patterns, and conversion-focused design
- Owned implementation from concept through deployment, bridging design and engineering and ensuring high-quality, production-ready outcomes
- Created reusable components and templates, introducing early design system thinking to improve consistency and development efficiency
- Developed a strong understanding of performance, accessibility, and responsive design, informing future UX decisions across platforms
- Collaborated across teams to deliver projects efficiently, balancing speed, quality, and technical feasibility
- Built and integrated end-to-end digital experiences, including CMS and CRM systems, gaining exposure to complex, real-world product ecosystems

Skills

Design and UX Methodologies

User-Centered Design, Sketching, User Flows, Wireframes (Lo/Hi-Fi), Interactive Prototypes, Design Systems, Usability Testing

Frontend and Implementation

HTML5, CSS/SCSS, Flexbox, Bootstrap, Responsive Design, Frontend Architecture, Production-Ready UI Implementation

Tools and Applications

Figma, Zeplin, Adobe Suite (XD, Photoshop, Illustrator, InDesign, Lightroom), HubSpot, MailChimp, HotJar, Intercom, Salesforce

Collaboration and Process

Agile (Scrum, Kanban, Sprints), Cross-Functional Collaboration, Stakeholder Alignment, Feedback Loops

Education

Mt. San Antonio College - Web and Graphic Design

University of California, Riverside - Computer Engineering