

LUCY MOU

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SUMMARY

Product designer with 8 years of experience turning complexity into clarity across fintech and B2B software, for users ranging from small business owners to security engineers. My work spans 0→1 product launches and platform-wide design systems.

SKILLS

UX design
Design strategy
Product strategy
Systems thinking
User research
Mobile design
Stakeholder management
Design systems
Interaction design
Prototyping
Wireframing

TOOLS

Figma
Sketch
Adobe Creative Suite
Ustesting.com
Miro
Jira
Confluence

EDUCATION

Carnegie Mellon University
BFA in Communication Design
Minor in HCI

EXPERIENCE

Senior Product Designer I Intuit

Jul 2022 - Jul 2025

- Defined QuickBooks' AI-native mobile vision: built prototypes showing how a small business owner uses mobile-native capabilities and AI agents to run their business. The customer agent concept became the next major AI initiative, and leadership allocated 20+ headcount to build the vision.
- Led 0→1 design for the money movement domain of QuickBooks Solopreneur, a new web and mobile product now serving 110K+ solopreneurs in the US and UK.
- Redesigned a complex invoice reconciliation flow, increasing task completion from 30% (in other QuickBooks products) to 82%.
- Led a 2-month longitudinal study that found customer acquisition to be solopreneurs' top unmet need. Surfaced it as a gap in QuickBook's ecosystem, which led leadership to form a dedicated team and add customer acquisition to the roadmap.
- Scaled and governed the QuickBooks mobile design system, established a contribution model that cut component incorporation time to about 2 weeks, and added 2 new components and 15 new component variants.

Product Designer I Splunk

Feb 2019 - Jun 2022

- Designed interaction patterns for Splunk Cloud Platform's main data grid, including hover and right-click context menus, and field detail panels.
- Designed app management workflows for Splunk Enterprise, including a pre-install impact check, a custom app vetting pipeline, and maintenance window scheduling so admins can deploy changes without disrupting end users.

UX Designer I SAP

Jun 2017 - Jan 2019

- Selected for SAP's Next Talent Rotational Program, delivering features across multiple product teams including chatbot builder and Ariba.
- Designed a Pay Equity prototype showcased at SuccessConnect, SAP's annual HR conference.
- Facilitated customer-facing design workshops to identify product opportunities and align cross-functional stakeholders.