

Lucio Chen

Product Designer with 4+ years of experience in fintech and enterprise platforms, specializing in complex B2B workflows and scalable design decisions for 0→1 products.

Portfolio: luciochen.net

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Based in Toronto, ON · Open to relocation

Experience

Product Designer at Aquanow (Stablecoin payments & crypto brokerage)

Jun 2024 – Sep 2026, Toronto, ON

- Owned end-to-end design of a compliance (KYC/AML) platform from 0→1, translating the compliance processes into streamlined workflows that cut case review time by 44%.
- Led design strategy and information architecture to unify 3 internal platforms into one system, partnering with engineering to revamp 9 interconnected operations and finance workflows.
- Established 5 reusable design patterns and 12 design system components, driving implementation from design through FE review to keep 3 products consistent.
- Built interactive prototypes with Claude Code, drawing on PRDs and API docs to surface edge cases early and run usability tests with real data.

User Experience Designer at SAP

Aug 2022 – Jun 2024, Vancouver, BC

- Drove a 32% increase in new deals generated through SAP Partner Finder by redesigning the search workflow, which was later presented to the CIO and spotlighted in the global SAP newsletter.
- Led the design of 14 new features for SAP Partner Finder and partnering with product and engineering to ship releases that raised user satisfaction by 12%.
- Conducted user research and designed a new SAP Deal Discount app from initial concept to implementation, reducing the average discount application cycle by 57%.

Interaction Design Intern at Royal Bank of Canada

Jan 2022 – Apr 2022, Co-op, Montreal, QC

- Redesigned the Payment History experience on RBC's online banking website, achieving a 4.6/5 satisfaction score in usability testing.

Skills & Tools

UX Design & User Research: Information Architecture, Design Systems, Interaction Design, Prototyping, Responsive Design, Design Handoff, Accessibility (WCAG), UX Writing, Product Thinking, User Interviews, Usability Testing, Journey Mapping, Personas, Surveys, Competitive Analysis, Card Sorting, Agile, HTML/CSS/JS

Tools: Figma, Storybook, Claude Code, Cursor, Jira, GitHub

Education

Simon Fraser University, BA in Interactive Arts and Technology, Design Concentration

Graduated May 2022