Maia Song

UX and Product Designer

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EXPERIENCE

Capital One, *Product Designer* — AUG 2025 - PRESENT

Data Detection and Protection team (Aug 2026 - Present)

- Streamlining onboarding for 2 data tokenization platforms, consolidating 10+ steps into a singular guided experience to reduce onboarding time for engineers by 50%.
- Mapped cross functional data retention management workflows by creating service blueprints, identifying gaps across teams, timelines, and deletion/masking processes.
- Leading 0-to-1 design of the centralized data retention management experience, consolidating 15+ manual steps and fragmented UIs into one workflow for teams to safely remove customer data.
- Integrating AI prototyping (Claude Code and Figma MCP) to synthesize research, rapidly generate design concepts, and gather partner feedback.

Bank Servicing team (Aug 2025 - Aug 2026)

- Owned the entire product design experience for in-branch authentication, streamlining customer verification to reduce fraud risk and decrease teller-customer interaction time by ~25%.
- Led the end to end redesign of bank teller deposit and payment workflows, migrating ~249K in annual customer transactions ($599M in annual volume) off a legacy system onto Capital One's associate platform.
- Designed a new customer digital messaging experience across web and mobile, consolidating customer and business communications into a unified hub that saved the business $2.1M annually in physical mail costs.
- Expanded the associate platform's design system by building 20+ new components and 100+ page templates in Figma and Claude, accelerating feature development across 30+ design and product teams.

Ansys, *UX Design Intern* — AUG 2024 - APR 2025

- Redesigned keyboard shortcut customization in settings, reducing the number of required steps by 70%.
- Updated 20+ design system components to improve consistency and scalability on the platform.
- Revamped the Discovery's icon library, improving icon clarity, consistency, and legibility across the product.

Capital One, *Product Design Intern* — JUN 2024 - AUG 2024

- Designed cross-platform experiences for iOS, Android, and iPad that introduced the card fraud and dispute claims process to be self serviced for millions of Capital One customers.
- Led user interviews and usability studies, synthesizing insights that increased customers' likelihood of successfully resolving dispute claims by 25%.

UW Information Technology, *Web Accessibility Consultant* — JAN 2023 - JUN 2025

- Partnered with internal and external software vendors to identify and resolve accessibility issues using HTML, CSS, and VoiceOver.
- Organized and facilitated accessibility review sessions to validate compliance with WCAG 2.2 success criteria.

SKILLS

Design: Product design, UI/UX, AI integration, design systems, service design, systems design, accessibility (WCAG), user research, usability testing, prototyping, cross platform design (web and mobile), design strategy
Tools: Figma, Claude Code, Gemini, Lucidboard, Miro, Framer, HTML/CSS

EDUCATION

University of Washington — SEP 2021 - JUN 2025

B.S. in Human Centered Design & Engineering (HCDE)