MUSTAKIM YILHAM

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Senior Product Designer with 6+ years of experience leading end-to-end product initiatives across consumer and B2B platforms. Specialized in translating complex user and business needs into scalable, intuitive experiences through strategic UX design, cross-functional collaboration, and data-informed decision-making across mobile and web ecosystems.

PROFESSIONAL EXPERIENCE

Google | Mountain View, CA   August 2025 – Present
Senior UX Designer

- Led privacy experience design for the Android Digital Assistant (A17), collaborating with Gemini AI, Legal, and Engineering to operationalize responsible AI principles and data transparency.

- Designed intuitive user controls for AI-driven interactions, streamlining how users manage privacy within high-stakes digital assistant environments.

- Improved lock screen security by refining brute-force protection policies and user feedback, strengthening Android ecosystem safeguards without compromising usability.

- Enhanced the Android Photo Picker by streamlining interaction flows for media selection and in-app editing, directly improving the core media workflow for millions of users.

LinkedIn | Remote   September 2024 – Mar 2025
Senior Product Designer

- Reduced buyer abandonment by 67% for 100K+ weekly users by redesigning the Services Marketplace request experience.

- Increased engagement and response rates through a streamlined end-to-end user journey and modernized provider interaction flows.

- Facilitated stakeholder alignment by leveraging high-fidelity Figma prototypes to secure buy-in for seamless messaging integrations.

Google | Mountain View, CA   August 2022 – August 2024
Senior UX Designer

- Drove a 14.1% lift in conversion for Google Fiber by owning the end-to-end optimization of the signup experience through data-driven experimentation.

- Resolved critical friction points in the acquisition funnel by aligning product, engineering, and business goals across web platforms.

- Accelerated cross-functional decision-making by delivering scalable UX solutions, including high-fidelity prototypes and structured experimentation frameworks.

- Influenced long-term product strategy by synthesizing user research and behavioral data into actionable design roadmaps for growth initiatives.

eBay | Mountain View, CA   March 2022 – August 2022
Senior Product Designer

- Led the design and successful launch of the Protection Plan add-on, View Item Page Gallery, and Sneaker Price Tracker, driving a 6.9% attach rate lift and generating $6.4M in incremental revenue across 62M active users.

- Conducted stakeholder interviews, performed competitive analysis, and executed usability testing while developing mockups, prototypes, and final specifications to drive project success.

First American Title | Mountain View, CA   August 2021 – August 2022
Product Designer

- Delivered 38% profit growth by leading the cross-functional redesign of AgentNet, a core B2B platform.

- Optimized operational efficiency by applying HCI principles to complex workflows such as Back Title, Service Orders, and Policy Uploads.

- Reduced manual processing friction by modernizing legacy B2B interfaces and streamlining technical documentation workflows

RIKOR.IO | Mountain View, CA   March 2020 – May 2021
Founding Product Designer
An early-stage startup that helps franchisors manage risk with real-time insurance compliance for franchisees.

- Provided strategic direction in leading the design and development of the onboarding process for the user portal, from concept to production, successfully onboarding 145 franchises and generating $450K+ in business profits.

- Collaborated with the founder and developers to create detailed requirements and deliver prototypes on time, using research principles to design a product that supports end-user needs and aligns with business goals.

- Designed a web app allowing franchisors to connect and sync data from the franchise management system and customize insurance requirements, enabling franchisees to obtain quotes for compliance quickly.

EDUCATION

Design Studies, BA | **San Jose State University**,
CA 2018-2020

Social Science AA | **College of San Mateo**,
CA 2016-2018

TOOLS

Figma | Sketch | Miro | Framer | Adobe Suite | Google Analytics

DESIGN SKILLS

Human Computer Interaction | Rapid Prototyping | A/B Testing | Usability Testing | Prototyping | Wireframing | User Interface Design | Design Thinking | Visual Design | UX Research | UX Strategies | Critical Thinking | Decision Making | Information Architecture | Storyboarding | Personas | User Flows | Heuristic Evaluation