Mustakim Yilham

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PRODUCT DESIGNER

Senior **Product** Designer with over 5 years of experience in developing interactive user interfaces, creating mockup, wireframes, and conducting user research. Proficient in UX prototyping, product marketing, visual and interaction design, and strategic planning for consumer-facing and B2B products across mobile and web platforms.

PROFESSIONAL EXPERIENCE

LinkedIn | Remote   September 2024 – Mar 2025
Senior Product Designer
- Redesigned the buyer request experience to address a critical gap, reducing abandonment by 67% among 100k+ weekly buyers and significantly boosting response rates and engagement on LinkedIn's Services Marketplace.

- Streamlined the user journey, simplifying access to requests and improving interaction with provider responses for a more intuitive experience.

- Led cross-functional collaboration, using Figma prototypes to pitch designs and secure buy-in while ensuring seamless messaging integration.

- Boosted user retention by introducing personalized service recommendations and expanding cross-sell opportunities across platform categories.

Google | Mountain View, CA   August 2022 – August 2024
Senior Product Designer
- Collaborated closely with product managers, engineers, and cross-functional stakeholders to understand detailed requirements and deliver creative, thoughtful design solutions, driving the success of major projects in Google Fiber's signup flow redesign.

- Communicated user experiences effectively at various stages of the design process through wireframes, flow diagrams, storyboards, mockups, and high-fidelity prototypes, ensuring alignment across teams and a user-centered approach.

- Integrated user feedback and business requirements into ongoing product updates, leading to a 14.1% increase in conversion rates and significant revenue growth.

- Advocated for prioritizing design-centered changes, ensuring continuous refinement and improvement of user interfaces to enhance overall user experience.

- Articulated user journeys with scenarios, storyboards, and detailed interaction specs, using prototypes to communicate interaction and design ideas that influenced the product experience strategy.

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, achieving a 6.9% increase in attach rate and generating $6.4 million in revenue for 62 million 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
- Achieved a 38% profit growth by leading cross-functional teams to redesign the B2B platform AgentNet.

- Applied human-computer interaction principles to enhance features such as Back Title, Service Orders, Underwriting, and Policy Upload; managed multiple projects, and integrated industry trends to drive innovation.

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.

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

EDUCATION

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

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