

Jonathan Chen

PRINCIPAL PRODUCT DESIGNER

Authorized to work in France. Visa (PVT) Renewable to August 2028

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PROFILE

Product designer with 5+ years in B2B SaaS, specializing in climate and sustainability data. I lead end-to-end UX/UI and interaction design from discovery to developer handoff, working closely with engineering, product and go-to-market.

EXPERIENCE

Principal Product Designer

Manifest Climate | February 2025 - October 2026

- Led product design for AI-powered ESG data platform (Platform, Agent, MCP). Co-presented the vision and agent strategy with the CPO.
- Contributed to the largest contract in company history, 37% higher renewal with a Big 4 consultancy and 4 new financial-sector customers in 9 months.
- Led discovery research with 30+ client and prospect interviews across 4 user profiles, using personas, journey maps and user flows to prioritize roadmap.
- Redesigned the platform around configurable data intake and custom data visualization dashboards with source drill-down.
- Designed an in-platform agent and MCP connectors: 6,900+ tool calls.
- Built AI-assisted workflows using Claude for production-level prototyping and developer handoff, cutting bugs by 30%.

Senior Product Designer

Manifest Climate | November 2023 - February 2025

- Led UX design and user research across all products in an agile team with engineering, QA and product management.
- Designed and launched an AI-powered ESG compliance product that turns client sustainability reports into evidence-based assessments, helping the company hit its revenue target for the first time in 2 years.
- Ran discovery research (personas, Jobs to be Done, user journey mapping) to define the ideal customer profile and reach product-market fit.
- Partnered with Sales and Customer Success to validate early designs with prospects, building design partnerships with clients through usability testing and iteration.

Product Designer

Intelex Technologies | May 2022 - November 2023

- Lead designer on an ESG reporting platform in an agile (Scrum) team with developers, QA, PM and PO.
- Ran usability testing with 10 customers and 23 users, iterating designs before development.
- Built hi-fi interactive prototypes, user flows and component specs for handoff.
- Maintained Material UI-based design system to WCAG 2.2 AAA accessibility standards.

UX Researcher

Intelex Technologies | June 2021 - May 2022

- Led discovery research (10+ user interviews, SME workshops, affinity mapping, personas, journey maps, information architecture) that set the roadmap for a corporate sustainability product.
- Analyzed quantitative and qualitative engagement data, leading to a redesign of the customer feedback pipeline.

EDUCATION

Honours BA, Political Science
York University, Toronto
2016 - 2020

User Experience Certificate
Nielsen Norman Group
May 2022

Designing for Accessibility
Udemy
November 2022

Product Management
BrainStation Bootcamp
January 2019

LANGUAGES

English: Native
French: Conversational

TOOLS

Figma	Claude
Adobe XD	Perplexity
Miro	Framer
Jira	Gainsight PX
Canva	GitHub
Photoshop	Power BI

INTERESTS

Painting
Climbing
Jazz Piano
Chess
Magic: The Gathering