

DYLAN RABIN

Data. Design. Deadlifts. Desserts.

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Work Experience

Product Designer @ SAP New Ventures & Technologies (NVT)

San Francisco, CA (Hybrid)

(Jan 2022 - Present)

- Facilitated the design, development, and branding of an Immersive room experience showcasing 6 projects on the future of business collaboration and decisions, painting a interactive, customer-centric vision for how businesses can thrive in 2030 and beyond
- Developed proof-of-concept prototypes promoting Generative AI and Mixed Reality for Media Tech clients, using Figma, Framer, and Adobe Premiere Pro to build a story-inspired demo that was selected to be shown at Sapphire, SAP's largest conference
- Worked with 4 employee-led startups, contributing to UI flows and user research for intelligent sourcing, diversity-led hiring, automotive sustainability, and trade-in fashion

User Experience (UX) Designer @ SAP SuccessFactors

Palo Alto, CA (Hybrid)

(June 2021 - Dec 2022)

- Coordinated migration of components, flows, and specs from Sketch to Figma, generating 1000+ engagement card variants for module designers to use
- Led SuccessFactors transition from Fiori to Fiori Next design system, managing responsibilities of contractors and current designers while ensuring timelines are met
- Reimagined virtual employee engagement via a hyper-personalized short-form video mobile app, conducting 6 qualitative interviews, visualizing insights with an affinity map, designing high-fidelity mockups, and learning After Effects for a video prototype

Program Manager (PM) Intern @ Amazon

Seattle, WA (Remote)

(Summer 2020)

- Built HRBP internal product to connect HR leaders to available templates and resources, minimizing average number of clicks for finding available content by 50%
- Collaborated with HRBPs, learning designers, and technical program managers to consolidate existing talent management procedures into a talent lifecycle, simplifying the manager roadmap and providing exposure to 60,000 employees
- Developed social networking Alexa Skill to help interns connect before onboarding, improving the new hire experience through voice UI design in a 3-week hackathon

Customer Experience (CX) Operations Intern @ Comcast NBCUniversal

Philadelphia, PA

(Summer 2019)

- Administered transition to 3-tiered data usage pricing structure by outlining Agile testing process flows of buying, activating, using, paying, and removing phone lines and calling plans, generating 132 test case trials to test over entire customer journey
- Organized execution of 132 use cases for identifying errors in customer-care agent interactions and technical buyflow from CX perspective, reporting 91 defects in Jira
- Analyzed key metrics in customer journey data to measure impact of touchpoints on Customer Net Promoter Score (NPS) and Retention Rate, verifying 22,060 line cancellations due to dissatisfied customer care calls within 30 day period

Additional

- Overcame disability that left me part-deaf by 10 years of hearing/speech therapy
- Selected as speaker for SAP's Product Insights Summit/ Design the Future Conference, explaining storytelling in business and designing future of work with GenAI and AR/VR
- Organized "Hunger Games" food drive at high school with districts, tributes, and television series, receiving over 7,000 food items and tripling school record

Education

University of Michigan

Ann Arbor, MI (Sep 2017 - May 2021)

BBA - Business Administration

BSI - Information Science (UX Path)

Skills

Affinity Diagramming	AI Design Management
Empathy Mapping	Generative AI Principles
Journey Roadmaps	Leadership
Personas	Product Ideation
Rapid Prototyping	Scenarios
Storytelling	Systems Design
Technology trends	Usability Testing
User Research	Wireframing

Tools

Adobe Creative Suite	Confluence / Jira
Figma	Framer
HTML / CSS	Miro / Mural
Python	SQL

Interests

Accessibility	AR / VR Design
Design Thinking	Entertainment / Media
Health / Fitness	Sustainability

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