

Emma Mohs

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Professional Summary

Product Designer with 3 years of experience shaping UX strategy and product innovation across gaming, fintech, and startups. Passionate about simplifying complexity, improving user lives, and growing alongside thoughtful, driven teams. Currently pursuing a Master's at IE Business School to deepen expertise in AI, business strategy, and customer experience transformation.

Skills and Tools

UX Design	UI Design	Product Strategy	Figma
User Research	Mockups & Prototyping	Design Thinking	Artificial Intelligence
Usability Testing	Design Systems	Agile Methodology	Adobe Creative Cloud
Journey Mapping	Interaction Design	Web Accessibility	Jira, Maze, Notion

Work Experience

UX Researcher

CGU Gaming and Technology Lab

Sept 2024 - Aug 2025

- Led user research for a social gaming review platform, interviewing 25+ users and translating insights into personas that guided product direction and engagement strategy.
- Prototyped and tested three product concepts, synthesizing qualitative and quantitative insights to guide product strategy.
- Mentored junior designers in accessibility and design best practices, fostering growth and consistency across projects.
- Delivered final design achieving 90% user satisfaction, improving player trust and key product KPIs.

Product Design Consulting Intern

West Monroe Partners

May 2024 - Aug 2024

- Owned end-to-end design strategy for a B2B financial platform's communications feature, conducting market research, mapping user flows, and rapid prototyping to accelerate loan processing.
- Partnered with engineers and PMs to translate designs into 30+ actionable tasks, improving alignment and delivery speed.
- Developed reusable design system components, applying information architecture and typography principles to ensure cohesive UI patterns, faster handoffs, and consistent cross-platform experiences.

Product Designer

AltGrowth LLC

Aug 2023 - May 2024

- Led product strategy and design for five early-stage, AI-powered B2C apps, defining UX roadmaps aligned with product vision and KPIs; promoted to full-time designer after a 3-month internship.
- Balanced user needs with business objectives to deliver measurable outcomes, launching a generative-AI texting app that drove +200 new customer accounts through analytics and A/B testing.

Education

IE Business School — Master's in Customer Experience & Innovation (Exp. Jul 2026), Madrid, Spain
Pitzer College — B.A. Human-Centered Design & Data Science, *Summa Cum Laude* (2021-2025), Claremont, CA

Leadership

President, Claremont Foxes D1 Rugby (2023-2025) — Raised \$29K, recruited 80+ players, and led team to 2024 D1 7s National Championship and 2022 & 2023 DII 15s National Championships.

Transgender Advocate and Support Fellow, Pitzer College (2021-2022) — Managed redesign of an 8-department student support platform, enhancing usability and information architecture, improving workflow success rate by 30%.

Fulbright Semifinalist 2025