

Kacy Bao

PRODUCT DESIGNER (New Grad)

Cambridge, MA | kacybao@gmail.com | 857-278-1294 | Portfolio: kacybao.com | [LinkedIn](#)

Product designer focused on building clear, trustworthy user experiences for complex systems, with experience delivering research-driven products across nonprofit, data, and AI contexts.

PRODUCT & UX EXPERIENCE

Harvard Tech for Social Good

Cambridge, MA

Lead Designer – Streetlives

February 2026 - Present

- Led end-to-end design of a platform connecting users to verified social services, supporting 16,000+ users and access to 2,500+ services across NYC
- Defined user flows, system architecture, and interaction models for both end users and internal operators, enabling more efficient service delivery workflows
- Identified breakdowns in resource discovery and redesigned key flows to reduce user friction and improve navigation clarity
- Partnered with engineers and stakeholders to balance usability, operational constraints, and scalability requirements

UX Project Manager – Rainforest Connection

January 2026 - Present

- Led a cross-functional engagement to redesign a mobile-first platform with 270+ monthly active users across 7+ countries, using engagement data (~7K interactions, ~2.7 min average session time) to identify usability gaps and inform product improvements
- Partnered with executive leadership, including Founder Topher White, to define product direction and user experience strategy
- Translated field research into workflows optimized for low-bandwidth, multilingual, and offline usage
- Designed implementation-ready prototypes that integrated AI-driven monitoring insights for scalable deployment

UX Designer – Callisto

September 2025 - January 2026

- Led redesign of core user flows for Callisto Vault, a nationwide platform supporting survivors across 49 states, improving usability in workflows where 90% of users report increased safety and 75% report improved well-being
- Conducted end-to-end user research including comparative analysis and expert interviews to identify breakdowns in onboarding, information architecture, and reporting workflows
- Designed and iterated low- to high-fidelity prototypes in Figma for incident logging, secure authentication, and survivor support features, partnering with PMs, engineers, and nonprofit stakeholders to balance legal, privacy, and accessibility constraints

Mentor A Promise, Inc.

New York City, NY

Product Design Lead (Senior Volunteer)

January 2026 - Present

- Leading end-to-end design and development of mission-driven toy and doll products, from early concept and prototyping through testing and production readiness
- Collaborating with illustrators, designers, engineers, and educators to create child-centered, trauma-informed products aligned with nonprofit impact goals
- Translating research, design exploration, and safety requirements into clear product specifications and production-ready documentation
- Balancing user needs, ethical considerations, cost constraints, and manufacturing feasibility to guide design decisions

The Space Program
Film Production Intern

New York City, NY

June 2025 - August 2025

- Collaborated with producers and directors to translate creative goals into clear workflows and shippable deliverables under tight timelines, evaluating narrative clarity to improve coherence and decision-making

Zhejiang University City Institute
Artificial Intelligence Research Intern

Hangzhou, CN

May 2024 - August 2024

- Designed conversational UX flows and interaction behaviors for a deep-learning chatbot, aligning system responses with user expectations and emotional tone
- Built functional prototypes and presented research-driven design recommendations to cross-functional stakeholders

LEADERSHIP & HUMAN-CENTERED DESIGN

Halton District School Board
Student Trustee

Halton, ON

August 2021 - August 2022

- Represented 65,000+ students, serving as the primary student voice at the district governance level
- Conducted district-wide user research, listening sessions, and co-design workshops to identify systemic pain points in accessibility and student wellbeing
- Helped shape policy recommendations centered on equity, inclusion, and human-centered decision-making

EDUCATION

Harvard University
B.A. in Applied Mathematics and Economics | Minor in Art, Film, and Visual Studies

Cambridge, MA

August 2022 - May 2026

Extracurriculars: Women in Computer Science, Wikipedia Photographer for Film Festivals (1M+ views)

Relevant Coursework: Integrative Frameworks: Product Management

SKILLS

Design & Research: User Research, Usability Testing, Information Architecture, Interaction design, Prototyping

Execution: Cross-functional Collaboration, Stakeholder Communication, Design Documentation

Tools: Figma, Framer, Sketch, Adobe Creative Suite, Claude, Cursor

Technical: SQL, Python, HTML/CSS