# Pengzi Lu

*Creative, user-focused UX designer*

*Product & UX Designer*          *San Francisco Bay Area*

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## PROFESSIONAL EXPERIENCE

### Product Designer Consultant, Human Centered Design, CGI, Inc.
July 2022-November 2024

As part of CGI's HCD practice, designed, launched, and updated visual language across 200+ digital pages, 20+ components for multiple customers.

- Drove definition of project scope, goals, and planning
- Collaborated cross-functionally across internal and client teams
- Reported to internal and client stakeholders
- Built low-fi wireframes, user flows, hi-fi prototypes, and developer handoffs
- Performed pre-sales engagements for mockups, leading to contract wins

#### AT&T "AskData" GenAI data query platform (5/2024-10/2024)
Delivered designs, prototypes, and developer handoffs for AT&T's "AskData" generative AI platform enabling AT&T employees to ask questions about data in plain English to a chatbot and receive query results. Including single and multiple tables queries interfaces for the training backend, frontend chat flow, and improved table/dataset flow. Iterated based on feedback from developers, PMs, and VP-level stakeholders for this high visibility, strategic AT&T project.

#### Fortune 500 Regional Electric Utility, US South (1/2024-5/2024) 👏
Delivered designs and prototypes for login screen, user registration, account management flow, user profile, customer support, and account dashboard in this project to replace a 15-year-old B2B portal enabling businesses to manage their utility services, including billing, payments, and reporting.

#### Fortune 500 Gas & Electric Utility, US South & East (6/2023-11/2023) 👏
Delivered designs and hi-fi mockups for 100+ pages in mobile and desktop variants for an online portal used by construction companies to request, manage, and track utility service requests for job sites. Conducted demos with cross-functional teams and client stakeholders.

#### CGI, Inc. Data Processing Inventory Tool Revamp (9/2022-4/2023) 👏
Delivered 50+ screens and 20+ components after performing extensive user research in this 2-stage, 6-month project to optimize the workflow, modernize the user interface, and all-around re-focus the company-wide DPI tool onto its users for heightened usability and efficiency.

### UX/UI Designer Intern, Savviest
Jan 2022-April 2022

- Performed user research, created ideation sketches, wireframes, prototypes, and conducted usability testing
- Improved user flow and interface design of the resume and cover letter builders to align closely with user research outcomes and business goals
- Collaborated with the design team and engineers, while reporting directly to senior management

## CONTACT
(650)769-9473
Pattylu0310@gmail.com
Portfolio Link:
http://www.pengzi.lu/

## EDUCATION

**Springboard**
UX/UI Design Career Track
Certificate | 2021-2022

**Texas A&M University-Commerce**
MS, Accounting | 2012-2014

**Beijing Technology and Business University**
BA, Advertising | 2007-2011

## 👏 AWARDS
Recipient of two CGI APPLAUD awards from director-level colleagues for outstanding contributions to 3 projects.

## SKILLS

**Design & Research**
Competitive Analysis
User Research
Affinity & Empathy Maps
Usability Testing
User Flows
Responsive Design
Prototyping
Wireframing &Wire flows

**Tool & Languages**
Figma, Miro, Mural, Marvel, Google Suite, Adobe XD, InVision, CSS (basics), HTML (basics)