

MENGXIN YU

Experience Designer • mengxinyuiris@163.com • 13581932057 • Beijing, China

EDUCATION

Carnegie Mellon University

08/2017 - 08/2018

M.S. in Human-Computer Interaction Institute, School of Computer Science

Renmin University of China

09/2013 - 07/2017

B.Eng. in Management Information System, School of Information

B.Ec. in Finance (Double Major), School of Finance

EXPERIENCE

Airbnb

02/2021 - 07/2026

Experience Designer, Beijing China

- Co-led the end-to-end design for **Airbnb Messaging**, building core foundations and shipping engaging features to enable Airbnb's social-driven business expansion (e.g., Airbnb Experiences and Services), culminating in a flagship launch for the **2024 Airbnb Summer Release**.
- Drove the end-to-end design for Airbnb Customer Support ecosystem, delivering foundational platforms including case resolution system ("Atrium") and agent management system ("Pulse"), supporting **15,000+** global agents.
- Drove the design for Customer Support x AI initiative, significantly enhancing customer-agent communication by shipping a suite of AI-powered features, including case summaries, workflow assistance, a writing assistant, and a mutual cancellation tool.
- Led the design for Compliance, Trust and Experiences in China BU.

TAL Education Group

03/2019 - 09/2020

Experience Designer, Silicon Valley R&D Center, San Jose CA

- Led the design of an enterprise-grade assessment system featuring automated test generation and personalized data insights, successfully impacting **1.09M+** students in China.
- Led the design of a student-facing assessment tool, translating complex pedagogical data into intuitive data visualizations, empowering 3,000+ students across 18 cities.

Human Computer Interaction Lab, RUC

09/2016 - 01/2017

Experience Researcher, Beijing China

- Conducted a lab-based user experiment leveraging eye-tracking technology to identify how subtitle placement in e-learning videos affects viewers' cognitive load.

EXPERTISE

Language: Mandarin, English **Skills:** Product design, Vibe coding **Portfolio:** mengxinyo@github.io