Liam O'Connor

UX/UI Lead

UX/UI Lead with 9 years across Google and Meta. Lead a 6-person product design pod across Google Maps and Meta WhatsApp; redesigned WhatsApp's voice-message UI (creator publish-rate +18%, 2B+ MAU) and Google Maps' lane-guidance UI (turn-miss rate -22%). NN/g UX Master + Google UX + Adobe Certified Expert.

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EXPERIENCE

Google Mountain View, CA

UX/UI Lead Aug 2021 - Present

Lead designer on Google Maps' navigation team.

- Lead a 6-person product design pod (UI + IxD + research + content) across Google Maps' lane guidance and ETA surfaces
- Redesigned Maps' lane-guidance mobile UI for iOS and Android; turn-miss rate fell 22% across 1B+ Maps mobile users
- Authored 18 components in Material You used by 180+ internal Google teams + 40K+ external Android developers
- Coached 3 mid-level designers from L4 to L5 across 18 months via structured promotion-track design reviews

Meta Menlo Park, CA

Senior UX/UI Designer Aug 2017 - Jul 2021

Senior UX/UI Designer on Meta WhatsApp's voice messaging team.

- Redesigned WhatsApp's voice-message recording and playback UI for iOS and Android; voice-message publish-rate rose 18% across 2B+ WhatsApp MAU
- Co-led 5 generative + evaluative research studies with 80+ WhatsApp users in EMEA and APAC
- Authored 22 components in Meta's Origami design system used across WhatsApp, Messenger, and Instagram

CERTIFICATES

Nielsen Norman Group UX Master Certification 2022
Nielsen Norman Group

Google UX Design Professional Certificate 2020
Google / Coursera

Adobe Certified Expert — Adobe XD 2021
Adobe

LANGUAGES

English

Irish (Gaeilge)

SKILLS

Design Pod Leadership (5-7 designers)

Cross-Platform iOS/Android/Web

Material You & HIG

Design System Authoring (Origami, Material)

Generative + Evaluative Research

Promotion Coaching (L4 → L5)

Quant + Qual Outcome Measurement

EDUCATION

Carnegie Mellon University

Pittsburgh, PA

M.S.

Sep 2012 - May 2014

Human-Computer Interaction

GPA: 3.86/4.0

University of California, San Diego

San Diego, CA

B.S.

Sep 2008 - May 2012

Cognitive Science (Design)

GPA: 3.71/4.0