

Stephanie Rymer Peng

Conversational AI Product Designer

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Experience

Verizon—New York

Lead Experience Designer, Conversational AI

Aug 2018 – Present

Senior Experience Designer

Apr 2018 – Aug 2018

- Led 0→1 design of an LLM-powered bill explanation experience within a regulated environment — defining interaction model, goldenset responses, guardrails, and failure modes with AI & D teams.
- Directed conversation design across support domains, guiding the team in shifting from a purely NLU-driven approach toward hybrid LLM–NLU conversation design.
- Defined a modular conversational component system — establishing composition patterns for interactive, visually-structured AI responses scaling across a large intent surface, informing the team's approach to hybrid LLM and UI experiences.
- Established a conversation design workflow to support decision-making and quality in ambiguous, AI-driven product development.
- Redesigned the initial entry and intent-suggestion experience, driving an increase of over ~50% in chat-driven sales compared to the previous year.

Moment—New York

Senior Designer

Jun 2017 – Apr 2018

Designer

Oct 2014 – Jun 2017

Led research and product definition across healthcare, finance (B2B and B2C), and multi-agent smart grid systems. Clients include American Express, Capital One, MSK, Lurie Children's Hospital.

Isobar—Melbourne, Australia

Experience Designer (contract)

Mar 2014 – Aug 2014

Owned mixed-methods research for Australia Post, translating insights into strategic CX recommendations across digital and in-person retail channels.

Nurun—Shanghai, China

Interaction Designer

Aug 2011 – Dec 2013

Played a key role in research and interaction design for global clients, helping evolve a campaign-driven digital agency toward human-centered design.

Education

University of Cambridge, United Kingdom

BA (Hons), Mathematics & Computer Science

Speaking

AGENTIC 2025 *A Little Less Conversation: Adventures in AI Interfaces*

Rasa CALM Summit 2024 *Thinking Outside the Chatbox: Toward Richer Conversational Experiences*

Unparsed 2023 *Design Systems for Conversational Experiences*

Information Architecture Conference 2021 *A Content-led Approach to Conversational UI*

Skills

AI Product Design, Conversational & Interaction Design, Design Systems, IA, Prototyping, User Research, Quality Review.

Tools

Figma, Sketch, Gemini + Gems, Claude, ChatGPT, UserTesting, HTML/CSS, Cursor & Claude Code (exploratory), Dialogflow & Voiceflow (working knowledge), familiarity with Jira.